



U.S. Fire Administration

# Emergency Medical Services Programs

FA-322 / June 2012



FEMA

### Management of Emergency Medical Services (R150)

This 10-day course focuses on supervisory management practices as they relate to emergency medical services (EMS) in the participant's agency or jurisdiction. This interactive and fast-moving course will enable participants to deal more effectively with day-to-day management issues that supervisory-level managers are likely to encounter. Personnel, resource management, and quality improvement techniques are some of the major components of this course. Upon completion of this course, the students will be able to enhance the quality and overall effectiveness of their EMS operation through the use of management techniques.

#### STUDENT SELECTION CRITERIA:

Individuals with management responsibility for part of an EMS delivery system, e.g., a fire department, a hospital, or a public EMS agency. Individuals with decisionmaking responsibility within an EMS system, e.g., EMS program management/coordination, field supervision, training supervision, medical control, etc.

### Hot Topics Research for Emergency Medical Services (R139)

This 6-day course provides learners with the knowledge and skills to identify and research hot topics in Emergency Medical Services to ultimately identify, promote, and embrace system or service improvements. This course is structured around how to make a persuasive justification through the effective collection and presentation of data with the use of a wide variety of research resources. Students will bring a topic important to their agency/community to base the research on, and will construct a program proposal and/or progress report for presentation.

#### STUDENT SELECTION CRITERIA:

Emergency Medical Services middle management personnel (including Shift Supervisor, Captain, Division/Battalion Chief, Crew Leader, Administrator, etc.)

### Emergency Medical Services Quality Management (R158)

This 6-day course will provide the critical components, background, and principles associated with the implementation or enhancement of a department's Quality Management Program. The course teaches students how to create, implement, and maintain a Quality Management Program, including historical examples, current models, and best practices of quality assurance and improvement, process improvement, and data collection and analysis.

Throughout the course, students work on culminating activities relating to the development of a Quality Management Program. Students present the culminating activity with classmates and instructors at the end of the course, allowing all students to take examples of Quality Management Programs to their departments.

#### STUDENT SELECTION CRITERIA:

Individuals who have department-level Quality Management (Quality Assurance, Quality Improvement) management, oversight or supervisory responsibilities.

### Advanced Leadership Issues in EMS (R151)

This 10-day course is designed for upper-management personnel who have organizational responsibility for EMS operations in their agency or jurisdiction. Situational, scenario-based instruction is the foundation of this course, with an emphasis on problem-solving and decisionmaking techniques. Leadership techniques, as they relate to establishing and directing EMS work teams, are also an important part of this course.

#### STUDENT SELECTION CRITERIA:

Individuals with upper-level management responsibility for part of an EMS delivery system, e.g., a fire department, a hospital, or a public EMS agency. Individuals with decision-making responsibility within an EMS system, e.g., EMS council membership, EMS mid- to upper-level management/coordination, training management, medical control, etc.

#### PREREQUISITE:

R150 completion or equivalent college-level management course and EMS management experience.

### Emergency Medical Services Functions in the Incident Command System (F/W166)

During this 2-day course, students will practice use of the Incident Command System (ICS) in coordination with other public safety responders. As a followup to ICS-100 and ICS-200 training, this course will present scenarios requiring responders to structure their EMS resources within the guidance of the National Incident Management System (NIMS) ICS, as appropriate, to the needs of the different incident types. Through simulation and role-playing, students will demonstrate the implementation of EMS components to the ICS at medium-or large-sized incidents.

#### TARGET AUDIENCE:

Emergency response personnel with responsibilities to implement the initial EMS functions to the ICS at medium- or large-sized incidents.

### Emergency Medical Services Incident Operations (R147/R847)

In this 6-day course, EMS officers/supervisors are introduced to ICS and they study proper incident command techniques for management of medium- to large-sized incidents involving multiple sick or injured patients. Topics covered include problem-solving and EMS functions within incident command, resource management, interagency and mutual aid, sizeup and strategy, tactics and action plans, EMS company operations, preincident preparation, incident organization, and strategic command.

#### STUDENT SELECTION CRITERIA:

Emergency response personnel with responsibilities to implement the initial EMS functions to the ICS at medium- or large-sized incidents.

#### PREREQUISITE:

IS-201 Forms Used for the Development of the Incident Action Plan (Emergency Management Institute (EMI))



## Emergency Medical Services Special Operations (R152)

This 6-day course will enable EMS System Managers to prepare their organizations for major operations by identifying potential hazards, determining potential resource needs, determining how those resources may be acquired, and developing a plan that enables the effective control of these events. Events such as mass-casualty incidents, storms, earthquakes, or technological emergencies, mass gatherings, dignitary visits, and terrorism can place an unusual demand on our ability to provide continued EMS response to our anticipated daily call volume. It is only through effective planning and preparation for these unique events that we can continue to respond effectively to our customers. This program discusses many of these special operations and the burdens they place upon our communities, EMS systems, and the responders within our systems. This course meets NIMS requirements for ICS 300.

### STUDENT SELECTION CRITERIA:

This course is for those who have management and planning responsibilities for an EMS system. The course is targeted primarily to middle managers at an operational level and to senior planners within the agency.

### PREREQUISITE:

IS-201 Forms Used for the Development of the Incident Action Plan (EMI)



### Application Procedures

National Fire Academy (NFA) course descriptions, application period dates, and the FEMA Form 119-25-1, General Admission Application (formerly FEMA Form 75-5) for resident courses can be obtained online at [www.usfa.fema.gov/nfa](http://www.usfa.fema.gov/nfa)

### Application Periods

For first semester (October – March):

April 15 – June 15

For second semester (April – September):

October 15 – December 15

### Mandatory Prerequisite for Courses

In order to align NFA programs with Department of Homeland Security (DHS) directives, we require that all NFA resident students complete ICS 100 level and ICS 200 level training before they arrive at the National Emergency Training Center. While we prefer that students complete the Q-462 and Q-463 courses available through NFA, we will accept other NIMS-compliant equivalent training as provided by State and Federal agencies. The Fire Chief's signature attests that the applicant has completed this required prerequisite training.

## CURRENTLY IN DEVELOPMENT

### EMS Management and Administration for Company Officers (F/W146)

This course focuses on supervisory management practices for EMS response agencies. Leadership/Management, planning and time management, team building, personnel and resource management, communications, and public relations are some of the components covered in this new course. Materials and learning will be through a combination of online precourse materials and classroom activities. Upon completion, the student will have basic skills and tools needed to effectively manage the daily activities of an EMS system.

### TARGET AUDIENCE:

Individuals with first-line supervisory responsibility for an EMS response system on a daily/shift basis. Personnel with acting/temporary, intermittent, or promotable to first-line supervisory responsibility for an EMS response system. (Company Officer/Sergeant/Lieutenant/Captain, Shift/Field Supervisor, etc.)

### Advanced Leadership Issues in EMS (R159) (will replace R151)

This 6-day course is designed for upper-management personnel to address critical system management issues in the continually evolving aspects of EMS system delivery. With a focus on problem-solving and decisionmaking, topics covered include financial management, external influences, personnel management, and system management. A project addressing one of these issues, based on a local agency or community need, will be started with the precourse materials and completed in class; this project can then be used by the manager to facilitate change in the agency.

### STUDENT SELECTION CRITERIA:

Individuals with upper-level management and decision-making responsibility (such as Chief, Deputy Chief, Assistant Chief, Director, etc.) responsibility for an EMS delivery system.

### PREREQUISITE:

R150 completion or equivalent college-level management course and EMS management experience.

### Fundamentals of Planning Specialized Operations for EMS (Q176) (Online)

### Management and Planning of Specialized Operations for EMS (R168) (6-day classroom) (these two courses will replace R152)

These courses are designed to provide emergency personnel with the knowledge, skills, and abilities to effectively plan and manage the response of their EMS systems for incidents/events requiring specialized resources, specialized preparation, and/or a multi-agency response, in compliance with NIMS guidelines.

### STUDENT SELECTION CRITERIA:

This course is for those who have incident and event management and planning responsibilities for an EMS system. The course is targeted primarily to middle managers at an operational level and to senior planners within the agency.

### PREREQUISITE:

1. IS-201 Forms Used for the Development of the Incident Action Plan (EMI)
2. Completion of Q167 prior to application to attend R168.

## National Fire Programs - EMS Research

The U.S. Fire Administration (USFA) is committed to supporting emergency medical services (EMS) through the research activities of its National Fire Data Center (NFDC). These are some of USFA's efforts to help ensure vibrant and effective EMS systems throughout the Nation.

### **Funding Alternatives for Emergency Medical and Fire Services**

Working with the Department of Homeland Security (DHS) Office of Health Affairs (OHA), USFA partnered with the International Fire Service Training Association (IFSTA) to update and revise the December 1999 edition of USFA's Funding Alternatives for Fire and Emergency Services in order to provide the most up-to-date information regarding sources of funding for local-level EMS and fire departments.

### **Handbook for EMS Medical Directors**

Supported by DHS OHA, USFA worked with the International Association of Fire Chiefs (IAFC) and its EMS section to develop a Handbook for EMS Medical Directors. This handbook targets physicians who serve and support local-level EMS departments of all types—municipal third service, hospital-based, volunteer, fire department, and private sector.

### **Model Policies and Protocols for Emergency Medical Services Mass Care Incident Deployment**

In cooperation with DHS OHA and the National EMS Management Association (NEMSMA), USFA performed a study of "Model Policies and Protocols for EMS Mass Care Incident Deployment" and developed a report from this study. It provides information to EMS departments on the development and enhancement of the organization and preparedness for mass care incidents, including natural and manmade disasters, large gathering and pandemic events, and other emergencies potentially resulting in large numbers of patients.

### **"Emergency Medical Services Responder Safety Study"**

In partnership with the DHS OHA and the International Association of Fire Fighters (IAFF), USFA is performing a study of critical health and safety issues for EMS responders which will incorporate the findings into revisions of EMS Safety—Techniques and Applications (January 1997) and the Guide to Developing and Managing an Emergency Service Infection Control Program (March 1992, updated January 2002).

### **"Ambulance and EMS Vehicle Occupant Safety"**

USFA partnered with the National Institute for Occupational Safety and Health (NIOSH) to support their evaluation of Emergency Services Vehicle Occupant Safety, a project which addresses ambulance and EMS vehicle safety.

### **"Emergency Medical Services Recruitment and Retention Study"**

USFA worked with the Transportation Research Center of the School of Public and Environmental Affairs at Indiana University in Bloomington, IN, to perform a study of EMS recruitment and retention. From this study, a guidebook was developed that was intended for use by managers and recruiters of volunteer personnel in organizations that provide EMS. The USFA Emergency Medical Services Recruitment and Retention Manual provides guidance for managers of EMS organizations in the recruitment and retention of volunteer personnel.

USFA recognizes the critical importance of EMS provided by fire departments and other EMS response agencies and is dedicated to meeting their needs. To learn more about USFA's research efforts, visit the EMS Research Section of USFA's website: [www.usfa.fema.gov/fireservice/research/ems/](http://www.usfa.fema.gov/fireservice/research/ems/)

Additionally, USFA has research initiatives in emergency responder health and safety including emergency vehicle and roadway operations safety, health and wellness, and other areas which support EMS responders: [www.usfa.fema.gov/fireservice/research/safety/index.shtm](http://www.usfa.fema.gov/fireservice/research/safety/index.shtm)

