

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: EMS 2311

COURSE TITLE: Management of Emergency Medical Services

PREREQUISITE(S): None

COREQUISITE(S): None

CREDIT HOURS: 3

CONTACT HOURS/WEEK: 3

CONTACT HOUR BREAKDOWN:

 Lecture/Discussion: 3

 Laboratory:

 Other _____:

FACULTY WORKLOAD POINTS: 3

STANDARDIZED CLASS SIZE
ALLOCATION: 30

CATALOG COURSE DESCRIPTION:

This course is designed to prepare managers in the EMS profession. Topics include leadership and administrative skills, legal issues, budgeting and personnel management.

SUGGESTED TEXT(S): No text

IMPLEMENTATION DATE: Fall Term, 1992 (931)

REVIEW OR MODIFICATION DATE: Fall Term, 1996 (971)
Fall Term, 2002 (20031)
Fall Term, 2008 (20091) - Outline Review 2007

COURSE TOPICS	CONTACT HOURS <u>PER TOPIC</u>
I. Leadership and Administrative Skills Basic to Management Emergency Medical Service Systems	6
A. Describe an Emergency Medical Service System	
B. Management of Health Care Organizations	
C. Managerial Principles, Practices and Processes	
D. Role, Responsibilities and Parameters for the Various Levels of Management	
E. Control Processes and techniques	
F. Organizational Dynamics	
G. Personnel Administration Practices	
II. Federal, State and Local Laws	3
A. Federal, State and Local Laws, Administrative Rules	
B. Required Standards and Procedures for Facility and Staff	
C. Health and Safety Standards	
D. Legislative Changes	
III. Operational and Organizational Structures of Emergency Medical Service Systems	6
A. Functions and Standards of Departments	
B. Administrative Roles and Responsibilities	
C. Principles and Philosophies	
D. Basic Principles of Emergency Medical Care	
E. Communication Techniques	
F. State of the Art Language and Terminology when Communicating	
IV. Psychological Problems and Stresses in Emergency Medical Service Systems Employees	6
A. Worth and Dignity of Each Employee	
B. Individual Differences, Characteristics and Behaviors	
C. Optimum Performance from Employee	
V. Materials and Supplies Used in Emergency Medical Service Systems	3
A. Current Inventory	
B. Purchase Orders	

COURSE TOPICS (CONTINUED)	<u>CONTACT HOURS PER TOPIC</u>
C. Quality, Price and Quantity	
VI. Occupational Safety and Health	3
A. Emergency Situation--Involving Business or Office Facilities	
B. Hazardous Materials and Substances	
C. Storage Facilities	
D. Inservice for Employees	
E. Employee Inquiries	
VII. Appropriate Workloads for Employees	3
A. Job Descriptions	
B. Job Advertisements and Notices	
C. Compute Man-Hours	
D. Workload and Man-Hours	
VIII. Capital and Operational Budgets	6
A. Capital Budget Justification Format	
B. Capital Budget Preparation to Key Managers	
C. Capital Budget Items	
D. Operational Budget Format	
E. Appropriate Financial Levels	
IX. Legal Reimbursement Systems	3
A. Item Charge System	
B. Utilization Review and Quality Assurance	
C. Accounts Receivable System	
X. Accreditation Standards of Governmental or Governmental-Appointed Agencies and Organizations	6
A. Procedures to Meet Required Standards	
B. Required Standards for Health Care Personnel	
C. Policies and Operational Procedures	
D. Liaison Mechanisms	

PROGRAM TITLE: Emergency Medical Services (EMS) Technology

COURSE TITLE: Management of Emergency Medical Services

CIP NUMBER: 0317.020601

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

32.0 DEMONSTRATE LEADERSHIP AND ADMINISTRATIVE SKILLS BASIC TO MANAGEMENT EMERGENCY MEDICAL SERVICE SYSTEMS -- The student will be able to:

- 32.01 Describe an emergency medical service system, its scope, national, state and local involvement, and the organizational climate that serves as the setting and framework for managing an emergency medical service system.
- 32.02 Identify current trends and perspectives related to the management of health care organizations in general, and emergency medical services systems in particular, and the means by which the application of sound management principles and behavior can facilitate change.
- 32.03 Interpret managerial principles, practices and processes and relate them to emergency medical service systems.
- 32.04 Identify the role, responsibilities and parameters for the various levels of management within emergency medical service systems.
- 32.05 State the control processes and techniques used to ensure that the objectives, strategies, and policies of the emergency medical service system are achieved effectively and efficiently.
- 32.06 Relate the various aspects of organizational dynamics (decision making, motivations, leadership, and communication) to the needs and problems of emergency medical service systems.
- 32.07 Relate personnel administration practices to the total scope of labor, relations, including manpower acquisition, maintenance, and utilization.

33.0 INTERPRET FEDERAL, STATE AND LOCAL LAWS AS THEY APPLY TO EMERGENCY MEDICAL SERVICE SYSTEMS -- The student will be able to:

- 33.01 List and discuss federal, state and local laws, administrative rules, requirements and recommendations relating to emergency medical service systems.
- 33.02 List required standards and procedures for facility and staff.
- 33.03 Identify mandatory requirements regarding environmental health and safety standards.
- 33.04 Discuss the impact of legislative changes on emergency medical service systems.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S): TITLES(S):

- 34.0 DEMONSTRATE KNOWLEDGE OF OPERATIONAL AND ORGANIZATIONAL STRUCTURES OF EMERGENCY MEDICAL SERVICE SYSTEMS -- The student will be able to:
- 34.01 Describe the functions and standards of departments in emergency medical service systems.
 - 34.02 Contrasts administrative roles and responsibilities in different types of emergency medical service systems.
 - 34.03 Describe principles and philosophies of emergency medical service systems.
 - 34.04 Identify several basic principles of emergency medical care.
 - 34.05 Describe communication techniques within health care systems.
 - 34.06 Utilize state of the art language and terminology when communicating within the emergency medical service system.
- 35.0 DEMONSTRATE KNOWLEDGE OF PSYCHOLOGICAL PROBLEMS AND STRESSORS IN EMERGENCY MEDICAL SERVICE EMPLOYEES AND FIND APPROPRIATE SOLUTIONS -- The student will be able to:
- 35.01 Demonstrate knowledge of the worth and dignity of each employee.
 - 35.02 Accommodate individual differences, characteristics, and behaviors.
 - 35.03 Adjust employee schedules, personnel assignments, etc. to provide optimum performance.
- 36.0 DEMONSTRATE KNOWLEDGE OF MATERIALS AND SUPPLIES USED IN EMERGENCY MEDICAL SERVICE SYSTEMS -- The student will be able to:
- 36.01 Evaluate current inventory.
 - 36.02 Prepare purchase orders with knowledge of current financial status and budgetary constraints.
 - 36.03 Demonstrate knowledge of optimum quality, price, and quantity.
- 37.0 DEMONSTRATE KNOWLEDGE OF OCCUPATIONAL SAFETY AND HEALTH -- The student will be able to:
- 37.01 Prepare a plan for employee safety in event of emergency situation involving business or office facilities.
 - 37.02 Identify hazardous materials and substances in the workplace.
 - 37.03 Identify appropriate storage facilities for all substances.
 - 37.04 Conduct inservice for employees.
 - 37.05 Respond to employee inquiries and post notices as needed.
- 38.0 DEMONSTRATE KNOWLEDGE OF APPROPRIATE WORKLOADS FOR EACH EMPLOYEE -- The student will be able to:
- 38.01 Prepare job descriptions.
 - 38.02 Prepare job advertisements and notices.
 - 38.03 Compute man-hours required for each job position within the emergency medical service system.
 - 38.04 Identify factors that alter the workload and man-hours computed for each position.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S): TITLES(S):

39.0 REVIEW, APPROVE AND MONITOR DEPARTMENTAL CAPITAL AND OPERATIONAL BUDGET - The student will be able to:

- 39.01 Develop capital budget justification format.
- 39.02 Delegate capital budget preparation to key managers.
- 39.03 Analyze and approve appropriate capital budget items.
- 39.04 Develop an operational budget format.
- 39.05 Analyze and approve appropriate financial levels in each operational budget.

40.0 IDENTIFY AND APPLY LEGAL REIMBURSEMENT SYSTEMS -- The student will be able to:

- 40.01 Establish an item charge system that meets reimbursement systems requirements.
- 40.02 Establish a mechanism for utilization review and quality assurance.
- 40.03 Develop an accounts receivable system which monitors and optimizes reimbursement.

41.0 COMPLY WITH ACCREDITATION STANDARDS OF GOVERNMENTAL OR GOVERNMENTAL-APPOINTED AGENCIES AND ORGANIZATIONS -- The student will be able to:

- 41.01 Describe and discuss procedures to meet required standards for emergency medical service systems.
- 41.02 Identify the required standards for health care personnel in general and emergency medical services personnel in particular.
- 41.03 Develop policies and operational procedures to meet required standards.
- 41.04 Establish liaison mechanisms with appropriate accrediting organizations.



NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.

Section 1	
COURSE PREFIX AND NUMBER: <u>EMS 2311</u>	SEMESTER CREDIT HOURS: <u>3</u>
COURSE TITLE: <u>Management of Emergency Medical Services</u>	

Section 2
TYPE OF COURSE: (Click on the box to check all that apply)

<input type="checkbox"/> AA Elective	<input type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep
<input checked="" type="checkbox"/> AS Professional Elective	<input type="checkbox"/> AAS Required Professional Course	<input type="checkbox"/> Technical Certificate
<input type="checkbox"/> Other _____	<input type="checkbox"/> PSAV	<input type="checkbox"/> Apprenticeship
<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)		

Section 3 (If applicable)
INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:

<input type="checkbox"/> Communications	<input type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics
<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities	

Section 4
INTELLECTUAL COMPETENCIES:

<input checked="" type="checkbox"/> Reading	<input checked="" type="checkbox"/> Speaking	<input checked="" type="checkbox"/> Critical Analysis	<input type="checkbox"/> Quantitative Skills	<input checked="" type="checkbox"/> Scientific Method of Inquiry
<input checked="" type="checkbox"/> Writing	<input checked="" type="checkbox"/> Listening	<input checked="" type="checkbox"/> Information Literacy	<input checked="" type="checkbox"/> Ethical Judgment	<input checked="" type="checkbox"/> Working Collaboratively

	LEARNING OUTCOMES	METHOD OF ASSESSMENT
•	Demonstrate ability to work collaboratively	Group project
•	Demonstrate knowledge of EMS budgeting	Presentations, exams
•	Demonstrate knowledge of EMS staffing requirements	Presentations, exams
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Section 6

Name of Person Completing This Form: Marcie Heatherington Date: 10/30/2007