Course Syllabus

Course Description

Presents an overview of emergency medical services (EMS) system design and development. A history of EMS in the areas of public and private services will be examined, along with a comparison of service delivery, strategic planning, and model system development and implementation, as well as their impact on emergency healthcare delivery.

Course Textbook(s)


Course Learning Outcomes

Upon completion of this course, students should be able to:

1. Examine the history of prehospital emergency medical care.
2. Evaluate local, state, and federal regulations pertaining to EMS personnel, agencies, and operations.
3. Discuss current issues impacting EMS systems related to planning and development.
4. Examine relationships between public and private EMS.
5. Assess legal requirements to determine the most appropriate model for provision of emergency medical services.
6. Evaluate the benefit to institutions for pursuing EMS accreditation.
7. Develop a business model for an EMS system.
8. Formulate a strategic plan for managing an EMS system within the current healthcare environment.

Credits

Upon completion of this course, the students will earn 3 hours of college credit.

Course Structure

1. Study Guide: Course units contain a Study Guide that provide students with the learning outcomes, unit lesson, required reading assignments, and supplemental resources.
2. Learning Outcomes: Each unit contains Learning Outcomes that specify the measurable skills and knowledge students should gain upon completion of the unit.
3. Unit Lesson: Unit Lessons, which are located in the Study Guide, discuss lesson material.
4. Reading Assignments: Units contain Reading Assignments from one or more chapters from the textbook and/or outside resources.
5. Suggested Reading: Suggested Readings are listed within the Study Guide. Students are encouraged to read the resources listed if the opportunity arises, but they will not be tested on their knowledge of the Suggested Readings.
6. Learning Activities (Non-Graded): Non-graded Learning Activities are provided to aid students in their course of study.
7. Discussion Boards: Discussion Boards are part of all CSU Term courses. More information and specifications can be found in the Student Resources link listed in the Course Menu bar.
8. Unit Assignments: Students are required to submit for grading Unit Assignments. Specific information and instructions regarding these assignments are provided below. Grading rubrics are included with each assignment. Specific information about accessing these rubrics is provided below.
9. Ask the Professor: This communication forum provides you with an opportunity to ask your professor general or course content related questions.
10. Student Break Room: This communication forum allows for casual conversation with your classmates.
CSU Online Library

The CSU Online Library is available to support your courses and programs. The online library includes databases, journals, e-books, and research guides. These resources are always accessible and can be reached through the library webpage. To access the library, log into the myCSU Student Portal, and click on "CSU Online Library." You can also access the CSU Online Library from the "My Library" button on the course menu for each course in Blackboard.

The CSU Online Library offers several reference services. E-mail (library@columbiasouthern.edu) and telephone (1.877.268.8046) assistance is available Monday – Thursday from 8 am to 5 pm and Friday from 8 am to 3 pm. The library’s chat reference service, Ask a Librarian, is available 24/7; look for the chat box on the online library page.

Librarians can help you develop your research plan or assist you in finding relevant, appropriate, and timely information. Reference requests can include customized keyword search strategies, links to articles, database help, and other services.

Unit Assignments

Unit I Homework Assignment

A historic EMS document was written in 1966, and in 1995, another historic document provided an agenda for future EMS development. Much of what was developed from both of these documents set the stage for the future of emergency medical services (EMS) as it is today. In 1966, the report listed below set the stage for EMS to begin to develop systems in every state.


In 1995, the EMS Agenda for the Future proposed 14 attributes of EMS to consider for the next 30 years. You can view this document by clicking the link below.


Using these reports as a template, conduct research of modern-day EMS journals or reports, and develop an explanation for what you think will be the key areas facing EMS in the next 20 years. Your report should include a minimum of seven attributes (from the original 14) to consider. Within your homework assignment, please make sure you address the history of prehospital emergency medical care and what you believe the future of EMS will look like in another 10 to 20 years.

Your homework assignment should be at least two pages (500 words). Include at least three academically credible sources, of which must be from the CSU Online Library. All sources used, including the textbook, must be referenced; paraphrased and quoted material must have accompanying citations.

Information about accessing the grading rubric for this assignment is provided below.

Unit II Homework Assignment

You have been asked by your EMS chief to develop a mini-lecture for your organization. It should cover the key points of the legal, compliance, and safety aspects of the job responsibilities for an EMS worker. These points will be based on your state and applicable federal laws and regulations as they apply to each EMS worker and to the EMS agency and its operations.

The homework assignment should be at least two pages. Your assignment should contain at least three academically credible sources, at least one of which is from the CSU Online Library. All sources used, including the textbook, must be referenced; paraphrased and quoted material must have accompanying citations.

Information about accessing the grading rubric for this assignment is provided below.

Unit III Essay

Take a look at your current EMS organization or a previous organization you worked for. Your EMS chief has asked you to develop a proposal. The proposal will identify current planning areas where the agency could expand its operations in either increasing revenue or increasing community outreach in the next five years. Your essay needs to highlight the planning for both immediate and future needs to increase services to the community. It should be at least two double-spaced pages (500 words). You should have at least three academically credible sources with at least one of these being drawn from the CSU Online Library. All sources used, including the textbook, must be referenced; paraphrased and quoted material must have accompanying citations.

Information about accessing the grading rubric for this assignment is provided below.

Unit IV Research Paper Topic

With this assignment, you will begin working on your research paper, which will be due in Unit VIII. The topics listed below are tied to current issues impacting EMS systems related to planning and development. Select one of the topics, and prepare a well-organized and thoughtful summary for your research paper.

* Develop a nonemergency transport service.
• Improve a nonemergency service.
• Develop a marketing plan for your agency.
• Develop a social media policy for your EMS agency.
• Develop methods to involve the community in emergency preparedness.
• Develop and implement a mobile integrated health division.
• Develop and implement a community paramedic program.

Note: If you have a different topic—or a combination of topics—that you would like to research, submit your topic proposal to your instructor, and have it approved before writing your summary.

Your summary should be 300-500 words in length. The final research paper that you will submit in Unit VIII must reference your textbook and four additional sources. All sources used, including the textbook, must be referenced; paraphrased and quoted material must have accompanying citations.

Information about accessing the grading rubric for this assignment is provided below.

Unit V Homework Assignment

As the manager of a county EMS agency, your entire board of directors (3) are newly appointed due to recent problems. None of the board members have any EMS or public service background. They have asked you to prepare a comprehensive list of the legal requirements (including federal, state, and county laws and regulations) that affect and mandate the EMS operations conducted by the EMS agency. They especially want to know about those key ones that you as the supervisor deal with on a regular basis.

Your homework assignment is a paper of at least two pages, double-spaced (about 500 words). Use at least three academically credible sources to develop your points. The paper will inform your board of directors on the specifics of the laws and regulations related to your current EMS model delivery system. All sources used, including the textbook, must be referenced; paraphrased and quoted material must have accompanying citations.

Information about accessing the grading rubric for this assignment is provided below.

Unit VI PowerPoint Presentation

Based on the readings for this unit and the websites listed in the unit lesson, choose one accreditation model to create a seven-slide presentation for your city council on accreditation. You should emphasize the key aspects of accreditation. Each slide should address a single concept and follow a logical, organized progression. You may also use the slide notes function to explain slide contents as necessary.

The PowerPoint presentation will need to be a minimum of seven slides, not counting the title and reference slides. In addition, a minimum of two reputable sources must be used, only one of which can be an assigned or provided textbook or source. Inappropriate resources, or failure to use resources that are available in CSUs Online Library, can lead to deductions. All sources used, including the textbook, must be referenced; paraphrased and quoted material must have accompanying citations. All references and citations used must be in APA style. CSU librarians can help you with your research for this assignment. Click here for a PowerPoint tutorial that can be found online if you need guidance for creating effective PowerPoint presentations.

Information about accessing the grading rubric for this assignment is provided below.

Unit VII Homework Assignment

Develop a business model for an EMS system looking at current mobile integrated health (MIH) programs (ideally in your state). Review the financial aspects of an MIH program, and determine the revenue and expenses associated with these programs. Your homework assignment should be at least two pages, double-spaced (500 words). All sources used, including the textbook, must be referenced; paraphrased and quoted material must have accompanying citations.

Information about accessing the grading rubric for this assignment is provided below.

Unit VIII Research Paper

Please use the topic you selected in Unit IV, and prepare a well-organized and thoughtful four- to five-page research paper on strategic planning that expands on what you learned during this course. Be sure to consider the following in your essay:

• The introduction should engage the reader in the topic and clearly present a summary of the main points.
• Discuss current issues impacting EMS systems related to planning and development.
• Examine relationships between public and private EMS.
• The discussion should be appropriate and should provide evidence of critical thinking tied to strategic planning in regard to EMS.
• The organization should be clear and present logically arranged points.

Please use at least five academically credible sources, three of which must be from the CSU Online Library. One of these may also be the course textbook. All sources used, including the textbook, must be referenced; paraphrased and quoted material must have accompanying citations. All references and citations used must be in APA style.

Information about accessing the grading rubric for this assignment is provided below.
**APA Guidelines**

The application of the APA writing style shall be practical, functional, and appropriate to each academic level, with the primary purpose being the documentation (citation) of sources. CSU requires that students use APA style for certain papers and projects. Students should always carefully read and follow assignment directions and review the associated grading rubric when available. Students can find CSU’s Citation Guide by clicking here. This document includes examples and sample papers and provides information on how to contact the CSU Success Center.

**Grading Rubrics**

This course utilizes analytic grading rubrics as tools for your professor in assigning grades for all learning activities. Each rubric serves as a guide that communicates the expectations of the learning activity and describes the criteria for each level of achievement. In addition, a rubric is a reference tool that lists evaluation criteria and can help you organize your efforts to meet the requirements of that learning activity. It is imperative for you to familiarize yourself with these rubrics because these are the primary tools your professor uses for assessing learning activities.

Rubric categories include: (1) Discussion Board, (2) Assessment (Written Response), and (3) Assignment. However, it is possible that not all of the listed rubric types will be used in a single course (e.g., some courses may not have Assessments).

The Discussion Board rubric can be found within Unit I’s Discussion Board submission instructions.

The Assessment (Written Response) rubric can be found embedded in a link within the directions for each Unit Assessment. However, these rubrics will only be used when written-response questions appear within the Assessment.

Each Assignment type (e.g., article critique, case study, research paper) will have its own rubric. The Assignment rubrics are built into Blackboard, allowing students to review them prior to beginning the Assignment and again once the Assignment has been scored. This rubric can be accessed via the Assignment link located within the unit where it is to be submitted. Students may also access the rubric through the course menu by selecting “Tools” and then “My Grades.”

*Again, it is vitally important for you to become familiar with these rubrics because their application to your Discussion Boards, Assessments, and Assignments is the method by which your instructor assigns all grades.*

**Communication Forums**

These are non-graded discussion forums that allow you to communicate with your professor and other students. Participation in these discussion forums is encouraged, but not required. You can access these forums with the buttons in the Course Menu.

[Click here for instructions on how to subscribe/unsubscribe and post to the Communication Forums.](#)

**Ask the Professor**

This communication forum provides you with an opportunity to ask your professor general or course content questions. Questions may focus on Blackboard locations of online course components, textbook or course content elaboration, additional guidance on assessment requirements, or general advice from other students.

Questions that are specific in nature, such as inquiries regarding assessment/assignment grades or personal accommodation requests, are NOT to be posted on this forum. If you have questions, comments, or concerns of a non-public nature, please feel free to e-mail your professor. Responses to your post will be addressed or e-mailed by the professor within 48 hours.

Before posting, please ensure that you have read all relevant course documentation, including the syllabus, assessment/assignment instructions, faculty feedback, and other important information.

**Student Break Room**

This communication forum allows for casual conversation with your classmates. Communication on this forum should always maintain a standard of appropriateness and respect for your fellow classmates. This forum should NOT be used to share assessment answers.

**Schedule/Grading**

The following pages contain a printable Course Schedule to assist you through this course. By following this schedule, you will be assured that you will complete the course within the time allotted.
<table>
<thead>
<tr>
<th>Unit I</th>
<th>Overview of Leadership and Emergency Medical Services</th>
<th>[ Weight: 12% ]</th>
</tr>
</thead>
</table>
| Read/View: | - Unit I Study Guide  
- Chapter 1: The History of Ambulance Services and Medical Transportation Systems in the United States, pp. 1-35  
- Chapter 2: Levels of Ambulance Service, pp. 36-50 | |
| Discuss: | - Unit I Discussion Board | 2% |
| Submit: | - Unit I Homework Assignment | 10% |

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<tr>
<th>Unit II</th>
<th>Regulatory and Legal Considerations in EMS</th>
<th>[ Weight: 12% ]</th>
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</thead>
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| Read/View: | - Unit II Study Guide  
- Chapter 16: Legal and Compliance Issues for Ambulance Services, pp. 340-352  
- Chapter 17: Safety Considerations for Ambulance Services, pp. 354-392 | |
| Discuss: | - Unit II Discussion Board | 2% |
| Submit: | - Unit II Homework Assignment | 10% |

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<tr>
<th>Unit III</th>
<th>Current Issues Affecting EMS Planning</th>
<th>[ Weight: 14% ]</th>
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</table>
| Read/View: | - Unit III Study Guide  
- Chapter 4: The Ambulance Market, pp. 77-95  
- Chapter 18: Ambulance Service Activities in Support of the Community, pp. 395-403 | |
| Discuss: | - Unit III Discussion Board | 2% |
| Submit: | - Unit III Essay | 12% |

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<tr>
<th>Unit IV</th>
<th>Public and Private Relationships Within the Community</th>
<th>[ Weight: 10% ]</th>
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| Read/View: | - Unit IV Study Guide  
- Chapter 3: Corporate Models for Ambulance Service Delivery, pp. 51-76  
- Chapter 5: Medical Transportation—Scheduled, pp. 96-105  
- Chapter 6: Air Ambulance and Air Medical Transportation, pp. 106-127  
- Chapter 11: Marketing, Media, and Community Relations, pp. 245-265 | |
| Discuss: | - Unit IV Discussion Board | 2% |
| Submit: | - Unit IV Research Paper Topic | 8% |

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<tr>
<th>Unit V</th>
<th>Impact of Ethics on a Leader’s Development</th>
<th>[ Weight: 12% ]</th>
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</thead>
</table>
| Read/View: | - Unit V Study Guide  
- Chapter 7: Deployment and Staffing Models, pp. 128-157  
- Chapter 8: Human Resources Administration, pp. 159-181  
- Chapter 10: Patient Care Reporting Documentation and Documentation Systems, pp. 213-243 | |
| Discuss: | - Unit V Discussion Board | 2% |
| Submit: | - Unit V Homework Assignment | 10% |
### Unit VI - EMS Accreditation

**Read/View:**
- Unit VI Study Guide

**Discuss:**
- Unit VI Discussion Board
  - 2%

**Submit:**
- Unit VI PowerPoint Presentation
  - 12%

### Unit VII - Business Model for an EMS System

**Read/View:**
- Unit VII Study Guide
- Chapter 9: Ambulance Specification and Procurement, pp. 183-212
- Chapter 12: Ambulance Service Dispatch and Radio Communications, pp. 266-286
- Chapter 13: Technology in Support of Ambulance Operations, pp. 287-299
- Chapter 14: The Finance and Accounting Functions, pp. 300-319

**Discuss:**
- Unit VII Discussion Board
  - 2%

**Submit:**
- Unit VII Homework Assignment
  - 10%

### Unit VIII - Strategic Planning for Managing an EMS System

**Read/View:**
- Unit VIII Study Guide
- Chapter 19: Ambulance Operations in Support of Disaster Operations, 405-425

**Discuss:**
- Unit VIII Discussion Board
  - 2%

**Submit:**
- Unit VIII Research Paper
  - 12%