

## Master Syllabus

### EMS 2315 - EMS Management 2

**Division:** Health Sciences

**Department:** Emergency Medical Services

**Credit Hour Total:** 3.0

**Lecture Hrs:** 3.0

**Prerequisite(s):** ENG 1101

**Date Revised:** February 2017

---

#### Course Description:

This course is for Emergency Medical Services (EMS) personnel who need to understand the roles and responsibilities of EMS managers. Various aspects of management, including EMS law, quality assurance, customer service and the evaluation of specific mass casualties will be addressed.

#### General Education Outcomes:

- Critical Thinking/Problem Solving Competency

#### Course Outcomes:

##### Policy Development

Apply the concepts and application of Continuous Quality Improvement (CQI) and the development of an appropriate protocol and discipline policy.

**Assessment Method:** Portfolios

**Performance Criteria:** Using a grading matrix created by the EMS department, students will develop a course retrospective thesis which incorporates the key components explored within the course into a document that demonstrates comprehension of each of these key areas. 100% of successful students will achieve a 70% cumulative score on this thesis covering CQI, protocol development and disciplinary policies.

##### Disaster Drill

Participate in a mock disaster table-top exercise in a leadership role using the Incident Command System.

**Assessment Method:** Simulations

**Performance Criteria:** The student will be presented with a table top disaster to manage. Use a grading matrix created by the EMS department, 100% of the students will provide written documentation of the leadership role they assumed in a patient care report. The documentation will show all critical components have been managed related to patient tracking in a disaster.

##### EMS Law and Customer Service

Apply legal issues that impact EMS including knowledge of resources available to research precedent and receive information regarding interaction with other medical professionals, the legal system, direct patient customers and their families.

**Assessment Method:** Locally developed exams

**Performance Criteria:** On quizzes and discussion topics developed by the EMS department, covering aspects of common laws related to EMS, exploring actual results of disciplinary actions, hypothetical situations dealing with patients and families and federal policies related to EMS and other medical agencies, 100% of the successful students will score at least 70% cumulative average on the assignments and discussions.

#### Outline:

EMS law  
State regulations  
CQI  
Customer service  
Evaluation of mass casualties