

# EMS235 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 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 &

## 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, Reimbursement (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/SOPs

Case Review/Discussion

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- 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 (NEMSO) ~~Ando Domingue~~ 2016