

EMS Leadership Development Assessment (2013)

The National Association of State EMS Officials (NASEMSO) and National Organization of State Offices of Rural Health (NOSORH) believe that strong leadership is critical to the future of rural EMS. Our organizations are interested in state approaches to enhancing EMS leadership, and are developing a state-by-state compendium of EMS leadership development education for both EMS Service Managers and Medical Directors. Creating this compendium can only be done with your help!

We hope you will take 15-20 minutes to participate in this assessment of leadership education programs. Please submit your responses on or before **August 30, 2013**.

When answering the following questions, please just consider your most recently held program(s).

All State EMS and Rural Health Offices will receive copies of the compendium that will be developed based on the results of this survey. We hope this resource will be valuable to you. Thank you for your participation!

Participant Information

1. Please identify yourself:

Name: _____

State: _____

Email Address: _____

Phone Number: _____

Job Title: _____

Definitions:

EMS Service Manager: the individual responsible for administrative oversight of a local ambulance service and its personnel

EMS Agency/Service Medical Director: a healthcare provider who provides guidance, medical oversight and quality assurance for the practice of local paramedic and EMTs affiliated with an ambulance service

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EMS Service Manager Leadership Education

2. Are leadership education program(s) offered within your state, which are directed towards EMS Service Managers?
- Yes
 - No → go to #20
3. Are these education program(s) mandatory or voluntary for EMS Service Managers?
- Mandatory
 - Voluntary
4. Are these education program(s) standardized?
- Yes (please give a brief description of the program)

 - No → go to #6
6. Please indicate the topic areas that are included in your state's EMS Service Manager educational program(s): (select all that apply)
- a) **EMS Overview:**
- History or EMS Development
 - EMS Agenda for the Future
- b) **EMS Systems:**
- Components
 - Communications and Dispatch
 - Regionalization of Care
 - Differences between Rural and Urban Systems
 - Integration with EMS and Healthcare
- c) **EMS Management and Leadership:**
- Management of Human Resources
 - Funding / Financial Management and Budgeting
 - Strategic Planning / Business Planning
 - Regulations and Legal
 - Data and Information
 - Performance Improvement
- d) **Medical Oversight:**
- Recruitment and Retention
 - Characteristics and Qualifications
 - Legal Considerations
 - Responsibilities

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e) **Workforce:**

- Recruitment and Retention
- Education and Training of Providers
- Provider Health and Safety

f) **Systems Responsibilities:**

- Disaster/MCI Management
- Public Health Issues
- Community and Government Relations
- State, Regional and Local Issues

g) **Resources:**

- Documents
- Websites
- Organizations

h) **Other (please specify):**

7. Who oversees/coordinates the administrative portions of the EMS Service Manager education program(s)? (select all that apply)

- State EMS Authority
- Regional (including multiple counties) EMS Authority
- County EMS Authority
- State Office of Rural Health
- Other (please specify)

8. If you selected more than one organization above, please describe this coordination:

9. What instructional methodology is used to provide EMS Service Manager leadership education program(s)? (select all that apply)

- Online (internet-based)
- CD (self-paced)
- Instructor-led (face-to-face)
- Correspondence
- Other (please specify)

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10. Do you incentivize EMS Service Managers to participate in leadership education program(s)?

- Yes
- No → go to #13

11. Please select what incentives you offer EMS Service Managers to attend leadership education: (select all that apply)

- Per diem for time spent at education session
- Mileage expenses
- Hotel expenses
- Food expenses (those not included in education session)
- Other (please specify)

12. Do you have identified criteria to measure the effectiveness of these incentives?

- Yes
- No → go to #13

13. Did the incentive(s) meet (or exceed) the effectiveness criteria?

- Yes (please explain)

- No

14. How is leadership development education for EMS Service Managers funded in your state? (select all that apply)

- State funding to EMS authority
- State funding to other entity
- Federal funding (whether directed to the State EMS Authority or re-directed from another state entity, e.g. SORH)
- Local funding
- Other Funding (please describe)

15. What portion of the education program(s) do participants have to pay for themselves?

(select all that apply)

- Registration
- Travel costs
- Food
- None
- Other (please specify)

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16. Do the education program(s) result in EMS Service Manager certification?

- Yes
- No → go to #18

17. Is this certification for a defined period?

- Yes, 1 year
 - Yes, 2 years
 - Yes, 3 years
 - Yes, 4+ years
 - No specified certification period
 - Other (*please specify*)
-

18. Are there continuing education credits required for continued verification or re-certification?

- Yes (*please explain*)
-
-

- No

19. Is your state's EMS Service Manager leadership education open to other EMS providers?

- Yes
- No

20. Please describe in a short paragraph the leadership development education program(s) for EMS Service Managers offered in your state:

21. Comments about EMS Service Manager education:

EMS Agency/Service Medical Director Education

22. Which health professionals are able to serve as an EMS Agency/Service Medical Director in your state: (select all that apply)

- Physician
 - Physician Assistant
 - Nurse Practitioner
 - Other (*please specify*)
-

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23. Are education programs offered within your state, which are directed towards EMS Agency/ Service Medical Directors?

- Yes
- No → go to #41

24. Are the education program(s) mandatory or voluntary for EMS Agency/Service Medical Directors?

- Mandatory
- Voluntary

25. Is this education standardized?

- Yes *(please give a brief description of the program)*

- No → go to #27

26. Please indicate the topic areas that are included in your state's EMS Agency/Service Manager educational program(s): (select all that apply)

Note: This list is taken from the NHTSA Medical Director course

a) **EMS Overview:**

- Physician Leadership
- History or EMS Development
- EMS Agenda for the Future

b) **EMS Systems:**

- Components
- Organizational Design
- Staffing and Response Configurations
- Communications and Dispatch
- Regionalization of Care
- Differences between Rural and Urban Systems
- Integration with Community Health and Public Safety
- Interface with Managed Care
- Air Medical Considerations
- EMS Funding

c) **Medical Oversight:**

- Characteristics
- Qualifications
- Components
- Legal Considerations

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- Additional Responsibilities
- d) **Personnel and Education:**
 - Education Requirements for Providers
 - Involvement in Course Design and Instruction
 - Initial and Continuing Education Issues
 - Program Approval and Accreditation
 - Certifying/Licensing of Personnel
 - Provider Health and Safety
- e) **EMS Systems Responsibilities:**
 - Disaster/MCI Management
 - Special Events Management
 - Research
 - Public Health Issues
- f) **State, Regional and Local Issues:**
 - Overview of EMS Services' Structure
- g) **Resources:**
 - Documents
 - Websites
 - Organizations
- h) **Other (please specify):**

27. Who oversees/coordinates the administrative portions of the EMS Agency/Service Medical Director education program(s)? (select all that apply)

- State EMS Authority
- Regional (including multiple counties) EMS Authority
- County EMS Authority
- State Office of Rural Health
- Other (please specify)

28. If you selected more than one organization above, please describe this coordination:

29. What instructional methodology is used to provide EMS Agency/Service Medical Director education program(s)? (select all that apply)

- Online (internet-based)

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- CD (self-paced)
 - Instructor-led (face-to-face)
 - Correspondence
 - Other *(please specify)*
-

30. Do you incentivize EMS Agency/Service Medical Directors to participate in the education program(s)?

- Yes
- No → *go to #33*

31. Please select what incentives you offer EMS Agency/Service Medical Directors to attend the education program(s): (select all that apply)

- Per diem for time spent at session
 - Mileage expenses
 - Hotel expenses
 - Food expenses (not included in session)
 - Other *(please specify)*
-

32. Do you have identified criteria to measure the effectiveness of these incentives?

- Yes
- No → *go to #34*

33. Did the incentive(s) meet (or exceed) the effectiveness criteria?

- Yes *(please explain)*
-
-

- No

34. How is the education for EMS Agency/Service Medical Directors funded in your state?

(select all that apply)

- State funding to EMS authority
 - State funding to other entity
 - Federal funding (whether directed to the State EMS Authority or re-directed from another state entity, e.g. SORH)
 - Local funding
 - Other Funding *(please specify)*
-

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35. What portion of the education program(s) do participants have to pay for themselves?

(select all that apply)

- Registration
 - Travel costs
 - Food
 - None
 - Other *(please specify)*
-

36. Do the education program(s) result in EMS Agency/Service Medical Director certification?

- Yes
- No → *go to #38*

37. Is this certification for a defined period?

- Yes, 1 year
 - Yes, 2 years
 - Yes, 3 years
 - Yes, 4+ years
 - No certification period
 - Other *(please specify)*
-

38. Are there continuing education credits required for continued verification or re-certification?

- Yes
- No

39. Is your state's EMS Agency/Service Medical Director education program(s) open to other EMS providers?

- Yes
- No

40. Please describe in a short paragraph the education program(s) for EMS Agency/Service Medical Directors offered in your state:

41. Comments on EMS Agency/Service Medical Director education:

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Tribal EMS

42. Does your state regulate Tribal EMS Agencies?

- Yes, all Tribal EMS Agencies → *Please answer questions #43, #44, #45 & #48*
- Yes, some Tribal EMS Agencies → *Please answer remaining questions*
- No → *go to #46*

43. Please indicate the following:

- a) Number of Tribal EMS Agencies your state regulates: _____
- b) Percentage of the total number of agencies regulated in the state are Tribal EMS: _____

44. If your state has mandatory education programs for EMS Service Directors, are Tribal EMS Service Directors included in this mandatory education?

- Yes, our state has mandatory education program(s) for EMS Service Directors, and Tribal EMS Service Directors must participate as well
- No, our state has mandatory education program(s) for EMS Service Directors, but Tribal EMS Service Directors are not mandated to participate
- N/A, our state does not have mandatory education

45. If your state has mandatory education program(s) for EMS Agency/Service Medical Directors, are Tribal EMS Service Directors included in this mandatory education?

- Yes, our state has mandatory education program(s) for EMS Agency/Service Directors, and Tribal EMS Agency/Service Directors must participate as well
- No, our state has mandatory education program(s) for EMS Agency/Service Medical Directors, but Tribal EMS Agency/Service Medical Directors are not mandated to participate
- N/A, our state does not have mandatory education

46. For the Tribal EMS Agencies that your state does not regulate, do you know if they have any education program(s) directed to EMS Service Directors or EMS Agency/Service Medical Directors?

- Yes, there are education program(s) for Tribal EMS Service Directors → *go to #47*
- Yes, there are education program(s) for Tribal EMS Agency/Service Medical Directors → *go to #47*
- Yes, there are education program(s) for both Tribal EMS Agency Directors and Tribal EMS Agency/Service Medical Directors → *go to #47*
- Unknown → *end assessment*

47. Do you know what topics are included in this education program(s)?

- Yes (*please give a brief description*)
- No

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48. Comments about Tribal EMS in your state:
