

EMS Supervision/Management EMSP 2359 (Lecture)

INSTRUCTOR CONTACT INFORMATION

Instructor: Jolene Thompson

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Office Phone: 409-247-5090

Office Location: MPC 245

Office Hours: Upon Request

CREDIT

3 Semester Credit Hours (2 hours lecture, 0 hours lab)

MODE OF INSTRUCTION

Face to Face, Online or Hybrid

PREREQUISITE/CO-REQUISITE:

EMT-Basic certification

COURSE DESCRIPTION

Instruction, literary review, group discussion, and case study on topics pertinent to the Emergency Medical Service (EMS) field supervisor or manager.

COURSE OBJECTIVES

Upon completion of this course, the student will be able to:

Identify laws and regulations affecting EMS operations; demonstrate principles of leadership and supervision; discuss strategies used in financial management; and develop plans for evaluating and improving EMS operations.

REQUIRED TEXTBOOK AND MATERIALS

EMS Supervisor: Principles and Practice

- a. ISBN: 9780763776435

ATTENDANCE POLICY

Active participation in discussion is essential. Substantive engagement is expected. Merely putting what is in the book or power point will not suffice. Late work will not be accepted. You need to log in approximately every 5-6 days and complete work. Blackboard tracks the amount of logins that you provide.

Approved: **Initials/date**



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DROP POLICY

If you wish to drop a course, you are responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an "F" in the course.

COURSE CALENDAR

DATE	TOPIC	READINGS (Due on this Date)	ASSIGNMENTS (Due on this Date)
	The Art of EMS Leadership		3/30 Discussion on Ch 1
	Balancing Work and Personal Life		3/30 Discussion on Ch 2
	The Ripple effect of engagement		4/6 Discussion on Ch 3
	Balancing employee feedback		4/13 Discussion Ch 4
	Developing Leadership skill in EMS management		4/20 Discussion Ch 5
	Customer enteric approach		4/27 Discussion Ch 6
	Strategic Planning		5/4 Discussion Ch 7
	Challenges of Decision making		5/4 Discussion Ch 8
	Innovative approaches to budgeting in EMS leadership		5/11 Discussion Ch 9
5/11/25	Final Assignment		Reflective paper

COURSE EVALUATION

Final grades will be calculated according to the following criteria:

Discussions	50%
Final Assignment	50%

GRADE SCALE

90 – 100	A
84 – 89	B

75 – 83	C
70 – 74	D
0 – 69	F

TECHNICAL REQUIREMENTS

The latest technical requirements, including hardware, compatible browsers, operating systems, etc. can be online at <https://lit.edu/online-learning/online-learning-minimum-computer-requirements>. A functional broadband internet connection, such as DSL, cable, or WiFi is necessary to maximize the use of online technology and resources.

DISABILITIES STATEMENT

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. LIT provides reasonable accommodations as defined in the Rehabilitation Act of 1973, Section 504 and the Americans with Disabilities Act of 1990, to students with a diagnosed disability. The Special Populations Office is located in the Eagles' Nest Room 129 and helps foster a supportive and inclusive educational environment by maintaining partnerships with faculty and staff, as well as promoting awareness among all members of the Lamar Institute of Technology community. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409)-951-5708 or email specialpopulations@lit.edu. You may also visit the online resource at [Special Populations - Lamar Institute of Technology \(lit.edu\)](#).

STUDENT CODE OF CONDUCT STATEMENT

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the *LIT Catalog and Student Handbook*. The *LIT Catalog and Student Handbook* may be accessed at www.lit.edu. Please note that the online version of the *LIT Catalog and Student Handbook* supersedes all other versions of the same document.

STARFISH

LIT utilizes an early alert system called Starfish. Throughout the semester, you may receive emails from Starfish regarding your course grades, attendance, or academic performance. Faculty members record student attendance, raise flags and kudos to express concern or give praise, and you can make an appointment with faculty and staff all through the Starfish home page. You can also login to Blackboard or MyLIT and click on the Starfish link to view academic alerts and detailed information. It is the responsibility of the student to pay attention to these emails and information in Starfish and consider taking the recommended actions. Starfish is used to help you be a successful student at LIT.

ADDITIONAL COURSE POLICIES/INFORMATION

1. Computers, telephones, headphones, and any other electronic devices must be turned off while in class or used only with permission of the instructor.
2. Do not bring children to class.

3. Late assignments will be accepted on a case by case basis.
4. Tests. Students that miss a test are not allowed to make up the test. Students that miss a test will receive a grade of '0'.
5. Additional class policies as defined by the EMS Program Student Handbook.

Course Outline

Identify the general levels of emergency medical service (EMS) officers and discuss their roles and responsibilities.

Describe how to get a big-picture overview of the EMS organization and explain why doing so is an important step as an EMS officer.

Identify and describe the five business priorities (5 BPs).

Discuss the use of organizational spokes in keeping the various organizational components on track.

Discuss the role of organizational culture in the success of the EMS officer and the organization.

Identify ways that the EMS officer can become a market leader.

Describe the steps the EMS officer should take immediately after promotion.

Define the managerial role and its impact on an organization.

Describe how to succeed as a manager.

Define the leadership role and its impact on the organization.

Describe how to make an impact as a managerial leader.

Explain how to implement managerial leadership in an EMS organization.

Discuss the elements of good time management.

Describe the steps the EMS officer should take immediately after promotion.

Discuss the process for hiring the right team member.

Discuss the process for leading the team.

Identify and describe management components in building a team.

Discuss the EMS officer's role in conflict resolution and negotiations.

Explore the use of personality assessment tools in understanding team members.

Discuss the EMS officer's relationship with the human resources department.

Describe how to deal with disengaged team members.

Identify and describe the basic components of the communication process.

Describe how to communicate effectively with employees, customers, and colleagues.

Describe how to communicate effectively verbally.

Describe how to communicate effectively in writing.

Identify barriers to effective communication and explain how to overcome them.

Describe the EMS officer's role in media relations.

Define the term *quality*.

Discuss the history of quality initiatives.

Discuss the benefits of quality management programs.

Describe how to introduce quality into an EMS organization.

Describe the components of quality management.

Describe how to select a quality management program.

Describe the tools used for continuous improvement.

Explain the importance of quality customer service.

Describe how to create a customer service plan.

Describe the importance of, and methods for, following up on customer issues.

Describe how to evaluate a customer service plan once it is implemented.

Discuss the purpose of strategic planning.

Identify and describe the two types of strategic plans.

Identify and describe the steps of the strategic planning process.

Explain the relationship between risk and crisis.

Discuss the components and implementation of an injury prevention program.

Describe how to anticipate a crisis.

Discuss how to create a crisis management plan.

Identify and describe the steps in managing a crisis.

Discuss the effects that crisis events have on an organization.

Describe the purpose and elements of a financial management plan.

Describe the budgetary process for an EMS organization.

Identify and describe the most common types of budgets.

Identify and describe the most common expenses.

Identify and describe the most common revenues.

Describe the purchasing processes used by EMS organizations.

Discuss the considerations involved in using a billing company.