

EMS SUPERVISION/MANAGEMENT (EMSP 2359\_2A4)

**CREDIT**

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

**MODE OF INSTRUCTION**

Online

**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.

**INSTRUCTOR CONTACT INFORMATION**

Instructor:	Tammie Hollaway
Email:	thollaway@lit.edu
Office Phone:	409-247-4851
Office Location:	MPC 243
Office Hours:	Upon Request

**REQUIRED TEXTBOOK AND MATERIALS**

EMS Supervisor: Principles and Practice

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 number of logins per student.

**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.

Approved: 12/2025



**COURSE CALENDAR**

DATE	TOPIC	READINGS (Due on this Date)	ASSIGNMENTS (Due on this Date)
Chapter 1	The Art of EMS Leadership		3/8 Discussion Ch 1
Chapter 2	Balancing Work and Personal Life		3/15 Discussion Ch 2
Chapter 3	The Ripple Effect of engagement		3/22 Discussion Ch 3
Chapter 4	Balancing employee feedback		3/29 Discussion Ch 4
Chapter 5	Developing Leadership skills in EMS management		4/5 Discussion Ch 5
Chapter 6	Customer Centric Approach in EMS		4/12 Discussion Ch 6
Chapter 7	Strategic Planning		4/19 Discussion Ch 7
Chapter 8	Challenges of Decision making		4/26 Discussion Ch 8
Chapter 9	Innovative approaches to budgeting in EMS leadership		5/3 Discussion Ch 9
FINAL	Final Assignment		5/3 Reflective paper

**COURSE EVALUATION**

Final grades will be calculated according to the following criteria:

Discussions	70%
Final Assignment	30%

**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](mailto: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](http://www.lit.edu). Please note that the online version of the *LIT Catalog and Student Handbook* supersedes all other versions of the same document.

## **ARTIFICIAL INTELLIGENCE STATEMENT**

Lamar Institute of Technology (LIT) recognizes the recent advances in Artificial Intelligence (AI), such as ChatGPT, have changed the landscape of many career disciplines and will impact many students in and out of the classroom. To prepare students for their selected careers, LIT desires to guide students in the ethical use of these technologies and incorporate AI into classroom instruction and assignments appropriately. Appropriate use of these technologies is at the discretion of the instructor. Students are reminded that all submitted work must be their own original work unless otherwise specified. Students should contact their instructor with any questions as to the acceptable use of AI/ChatGPT in their courses.

## **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. The course is asynchronous; all assignments are due weekly on Sundays by 11:59PM.

2. Late assignments will be accepted on a case-by-case basis.
3. 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'. I will NOT reopen exams after their due date.
4. 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.