

Role of EMS Coordinator:

*Expectations
Of
EMS Course Coordinator*

Presented by

Sharon Kaye King, BS, LP, **Coordinator**

Currently:

DSHS Region 1 EMS Compliance Specialist

Nationally Registered Paramedic

DSHS Course Coordinator

Role of Education Program Coordinator Objectives

TAC Chapter 157.43

- Definition of a course coordinator
- List and describe the two levels of Course Coordinators
- List the qualifications of a Course Coordinator

Course Coordinator Certification

- List and describe the requirements for each level
- List and describe the responsibilities of a Course Coordinator
- Discuss the causes for and potential disciplinary actions of the Course Coordinator

DSHS Definition of an EMS Coordinator:

An individual who has overall responsibility for conducting an emergency medical services training course under the direction of an approved EMS training program.



There are TWO Levels of Course Coordinators

BASIC COORDINATOR

- ECA (EMR)
- EMT



ADVANCED COORDINATOR

- ECA (EMR)
- EMT
- EMT-I (AEMT)
- EMT-P/Licensed Paramedic

QUALIFICATIONS

- **You** must be certified as at least an EMT, and must be certified at or above the level of the course being coordinated.
- Course coordinator certification is dependent on the individuals EMS personal certification and is subject to the same status as personal certification.

Role of Coordinator

- Overall responsibility for conducting an EMS training course
- Everything that pertains to the course
 - Familiar with EMS/Trauma Systems website and information within – Adopted Rules, Proposed Rules, and Policies.
 - Answer questions faculty, students, field and clinical sites have about your program policies, state rules and policies
 - “The Go To Person” – know where the information is, or who to find the answer; chief point of contact for DSHS
 - You should be very familiar with the Rules that apply to your students, and faculty

YOU are the Point of Contact for . . .

DSHS EMS Compliance

- Held accountable for **all** aspects of your courses
- Use EMS Education & Training Manual as a guideline for Self Study
- Ask for Technical Assistance

Pay close attention to:

Documenting it ALL:

- How your courses are run
- On-going evaluation and formalized IMPROVEMENT PLANS
- Your faculty selection process (QA – on-going)
- On-going use of the Advisory Committee
- Constant Self-Study update and revision

COORDINATOR ROLES

- Active stakeholder in the direction of EMS and EMS education within Texas and the nation (be involved in GETAC & National Scope of Practice)
- On-going networking with other EMS Educators
- EMS certification or license current and in good standing with DSHS
- Advocate for all stakeholders!
- Proactive in the QA process, assuring the HIGHEST quality EMS education

What Does It Take to Be A Course Coordinator?

- You should be willing to provide the best EMS Education you CAN provide
- Are you QUALIFIED to be a coordinator?
 - Do you have the proper resources?
 - Adequate Classroom space
 - Access to equipment
 - Adequate Instructors
 - Ect. Ect. Ect
 - Do YOU have the time?
 - Chief Standard Setter/ Role Model for every instructor/student in your program

Look in the mirror and be honest

- Am I a good role model?
- Will I set high ethical and professional standards for my students, instructors, colleagues?
- Do I accept FULL responsibility for ALL aspects of this education program?



Basic Coordinator Requirements 157.43 (c) & (d)

- Review the Rule to know what the Basic Coordinator requirements are.
- You are responsible for that content and there IS a test on it.!!

Course Coordinator Responsibilities

157.43 (h)

- Plan for and evaluate the overall operation of assigned courses
- Provide supervision and oversight for assigned courses
- Act as liaison between students, instructors, the program and the department (DSHS)
- Assure availability of classrooms and other facilities
- Coordinate submission of course approval forms (CNF) and fees
- Process student applications and select students

Coordinator Responsibilities . . .Continued

- Schedule classes and assign instructors
- Assure training equipment and supplies are available and operational for each skills lab
- Maintain effective relationships with clinical and field internships facilities in line with your program instructional objectives
- Develop field and clinical internships objectives for courses
- Train and evaluate internship preceptors

Coordinator Responsibilities - Continued

- Per your training program:
 - maintain all course records (DOCUMENTATION) for a minimum of FIVE years
 - Evaluate and document the effectiveness of the personnel who instruct your assigned courses
 - Attest to the successful course completion of all students who meet the program requirements for completion

- Resources to USE
 - EMS Compliance Staff
 - Self Study
 - Advisory Committee
 - Other coordinators
 - YOUR MEDICAL DIRECTOR
 - The EMS Rules/ ETM
 - Texas EMS Magazine
 - National Scope of Practice

Coordinator Recertification

157.43(j)

- Notification from DSHS before expiration of certificate. CERTIFICANT'S RESPONSIBILITY to notify DSHS of change in address
- 30 days prior to expiration if the certificant has not received notice from DSHS, it is the DUTY of the certificant to notify DSHS and request an application for recertification. Failure to apply shall result in expiration of the certificate.

Recertification – Recertification Eligibility
157.43 (j)(3)

- Maintain active EMS certification
- Attend regional updates for Course Coordinator as required by DSHS
- Maintain association with
 - An approved basic or advanced program if recertifying as basic coordinator
 - An advanced program if recertifying as advance coordinator

Coordinator Recertification Eligibility

- Maintain affiliation with entities which provide clinical and field internship experience
- Submit application for recertification and nonrefundable fee
- After DSHS verifies information, recertification is for TWO years starting on the date following the expiration of the last certificate

GROUP PROJECTS

Situation #1

You are the coordinator of a Basic Program and arrive at 8:00 a.m. one morning to find a voicemail from a seasoned instructor. She tells you that she cannot find even one Bag Valve Mask that is fully functional. She is preparing for a basic airway management demonstration in about two hours (from voicemail).

Group Huddle (2 minutes)

- Is this a serious problem?
- What part of the ETM addresses this situation?
- You are the students in the classroom; describe what you think about the session
- What EMS Rule(s) address this?
- You are the Coordinator; what do you do?

Situation #2

When you arrive at the office at 8:00a.m.

- you listen to a voicemail from a very upset student. He tells you he was thrown out of the Emergency Department where he was doing a rotation.
- another voicemail is the ER charge nurse who informs you she had to discharge a student for inappropriate remarks around a patient.

HUDDLE #2 (5 minutes)

- As the Coordinator, what do you do about this situation?
- What is the real problem?
- How do you prevent a recurrence?
- Is the student salvageable?
- Rule reference(s)?
- ETM reference(s)?
- Should there be a policy in your self study to address this situation? (Conflict Resolution)

Situation #3

You are the Director of a large EMS Education Program. You have been on sick leave for two weeks after minor surgery. You receive a page from your administrative assistant who says the “state health department” has been trying to reach you for the last 10 days. When you return the call from your regional office EMS Specialist, he/she politely informs you that DSHS received a complaint from a student dropped from the basic program because of Situation #2 and this student filed a complaint against the program and the Basic Coordinator

HUDDLE #3 (5 minutes)

- As Program Director, what steps should you take next?
- What EMS Rule(s) can you anticipate would be called into play?
- Is there a need for corrective actions?
- Using your Self Study, the ETM, and EMS Rules, defend your program as you address the EMS Specialist's questions

Disciplinary Actions

- ADMINISTRATIVE PENALTY-157.43 (m)(1)-
Not to exceed \$7,500 PER DAY PER violation
- EMERGENCY SUSPENSION- 157.43(m)(2)
 - bureau chief may issue an emergency order to suspend course coordinator certificate
 - reasonable cause to believe continued activity constitutes a threat to public health and safety
 - Emergency suspension effective immediately without hearing or notice.

SUSPENSION OR REVOCATION 157.43 (m)(3)

- DSHS may suspend or revoke certificate for, but not limited to for:
 - Failing to maintain active EMS personnel status at appropriate level
 - Failing to comply with responsibilities of a course coordinator – 157.43 (h)
 - Falsifying an application for EMS certification or licensure

Suspension or Revocation continued

- Falsifying a program approval application, self-study, course approval application or any supporting documents
- Falsifying course completion certificate or any other document recording or verifying course activity and/or part of course record
- Assisting another to obtain or to attempt to obtain personnel certification or recertification by fraud, forgery, deception, or misrepresentation

Suspension or Revocation continued

- Failing to complete and submit course applications and student documents within established time frames
- Coordinating or attempting to coordinate a course above coordinator's level of certification
- Compromising or failing to maintain the order, discipline and fairness of DSHS approved course or program
- Allowing inadequate class presentations in a course for which the coordinator is responsible

Suspension or Revocation continued

- Accepting any benefit to which there is no entitlement or benefits in any manner through fraud, deception, falsification, misrepresentation, theft, misappropriation or coercion
- Failing to maintain appropriate policies, procedures and safeguards to ensure the safety of students, instructors or other class participants
- Allowing recurrent use of inadequate, inoperable, or malfunctioning equipment
- Failing to maintain the fiscal integrity of a course for which the coordinator is responsible

Suspension or Revocation continued

- Issuing a check to DSHS which is returned unpaid
- Failing to maintain education course records
- Demonstrating unwillingness or inability to comply with Health and Safety Code and/or the rules adopted thereunder
- Failing to give the department true and complete information regarding any alleged or actual violation , or failing to report a violation
- Functioning or attempting to function as a course coordinator during a period of suspension which may be cause for suspension of coordinator certification
- Committing any violation during a probationary period.

Suspension or Revocation continued

- Demonstrating a lack of supervision of personnel instructing in courses for which the coordinator is responsible
- Compromising an examination or examination process administered or approved by DSHS
- Cheating or assisting another to cheat on EMS examination, other evaluation or any other activity offered or conducted by DSHS, a training program approved by DSHS or provider licensed by DSHS

Due Process for Disciplinary Action

- Written Notification
 - Allegations
 - Opportunity to request hearing
 - Within 15 days of notice
 - With no written response coordinator waives opportunity for a hearing
 - DSHS implements its disciplinary proposal
- Probation:
 - DSHS may probate penalty assessed and specify terms and conditions
- Reapplication
 - DSHS may probate penalty assessed and specify terms and conditions
 - Reapplication TWO years after revocation you may petition to reapply

Reapplication after Revocation

- DSHS evaluates the petition and may allow or deny, with consideration not limited to:
 - Likelihood of repeat of actions or inactions leading to revocation
 - Petitioner's overall record as a course coordinator
 - Letters of support or recommendation
 - Letters of protest or nonsupport of petition
 - Local need for course coordinator's services
 - Notification within 60 days of submission of request
 - Course coordinator's certificate expires during suspension or revocation, may not petition to reapply until the end of the suspension or revocation period

Familiar with EMS/Trauma Systems website and information within – Adopted Rules, Proposed Rules

TEXAS
Department of
State Health Services

Inicio en español | Text Size: +

Advanced

Topics: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Home About Us News I am a... I want to... Resources Find Services

EMS & Trauma Systems Home
Search EMS
Check Certification Status
Certification/Licensure Info
Reciprocity/Out of State/Military Applicants
Instructor/Coordinator Certification Info
Recertification/Relicensure Info
Certification/Licensure Applications
Exam Info
Continuing Education
EMS
Trauma Systems
Stroke Designation
National Registry
DNR
Funding Sources
Complaints
Governor's EMS & Trauma Advisory Council
Medical Advisory Board
EMS Provider Forms

Home > [EMS-Trauma Systems](#) > EMS-Trauma Systems

EMS-Trauma Systems

[Sign up for e-mail updates](#)

[DSHS Division of Regulatory Services- Survey Participation Requested](#)

NEW!

Sign up to receive announcements by email regarding the EMS Trauma Systems program. This feature will serve as a tool to increase communication with stakeholders regarding new information added to the website.

Welcome to the home page of the DSHS program that regulates EMS and trauma systems in Texas. This website contains information about EMS certification and licensure, trauma designation, how to contact us and more.

ATTENTION LICENSEES: [CLICK HERE TO TAKE THE MINIMUM DATA SET SURVEY](#)

**TEXAS
EMS
Conference 2012**

Texas EMS Conference 2012
Austin Convention Center
November 11-14
Austin, Texas

****New Dates**-** [View details](#)

- Forms and Resources
- FAQs
- Contact Us
- Enforcement Actions
- Links
- Open Records
- Rules and Policies
- Statutes and Laws
- DSHS EMS Field Offices
- Search EMS

Looking for rules?

- **Go to the Web page to find adopted and proposed rules, including links to the statutes.**
- **For copies of draft rules, which are in the process of being developed and have not been proposed to the board, click on Proposed and Pending Rules.**
- **Comment on proposed or draft rules by clicking on Input Opportunities next to the rule.**
- **You can comment on draft rules at any time; you can comment on other rules only during the public comment period.**

DOCUMENTATION

- **A significant amount of your responsibility is LEGAL. So it is imperative that you document EVERYTHING thoroughly.**
- **Document correspondence with anyone involved with class including DSHS Specialist**
- **Course records and program records should be meticulously maintained at all times**
- **Supervise and evaluate instructors and document any and all communication**

DOCUMENT, DOCUMENT, DOCUMENT

REMINDERS

An Ethical man knows its wrong to cheat,
A Moral man wouldn't do it.

Our goal is not to teach students to pass the
National Registry. Our goal as Coordinators is
to perpetuate the legacy of EMS in Texas.

"Right is right, even if no one is doing it;
wrong is wrong even if everyone is doing
it."-Saint Augustine

WHAT QUESTIONS DO YOU HAVE?

Sharon King, BS LP, NREMTP
DSHS HR 1 EMS Specialist

Sharon.King@dshs.state.tx.us

806-783-6493