

# 1. Assessment Plan - Four Column



## PIE - Technology & Health: Medical Services Unit

### Narrative Reporting Year

**2018-19**

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**Program Planning Dialog:** The EMS Paramedic program became part of the Public Safety Programs (PSP) within the Technology and Health Division effective Spring 2017. The merge resulted in a multitude of changes to classroom and lab locations, supply ordering, and course delivery. Since the merge, we have graduated a total of 54 students with over 90% receiving job offers in their field of paramedicine.

Our marketing strategy of our newly restructured paramedic program has seen positive results with local Fire Departments sending their firefighters back to Mt. SAC to attend paramedic school. We continue to make changes identified through student and instructor evaluations. We have submitted curriculum modifications to our core paramedic course that will bring the topics into alignment with best learning practices. We will begin delivery of this modified curriculum beginning Fall 2019.

Our challenges have focused on the upgrade of paramedic equipment to meet industry standards, and the enormous amount of student documentation required by our accrediting bodies (CoAEMSP and Los Angeles County DHS - EMS Agency). Every hour of every student's time must be accounted for, throughout Didactic, Clinical and the capstone Field internships.

Through various funding streams, we have successfully added new equipment to our program, but still require additional items to bring us up to the expectation of our industry partners. Historically, we had accepted expired medications from local fire departments and hospitals, to use in the lab. We stopped that practice when the paramedic program moved to Public Safety Programs. This resulted in a large cost to the student to purchase simulated medications for their lab training. We would like to remove this barrier by funding the purchase of all student lab medications.

We successfully recruited a 1 year temporary full time faculty professor to fill the vacancy created by long term leave. We received approval to move forward with recruitment for a permanent 10 month tenured EMS-Paramedic professor to be effective Fall 2019.

Our program continues to move forward in the transition from paper record keeping to electronic skills lab student portfolios. There is a change to portfolio requirements coming in August of 2019. All accredited programs must comply with these new changes. It is essential that our faculty and management staff attend annual meetings sponsored by our accrediting bodies. This communication link will ensure that we comply with all revisions and additions. It is also a great place to learn "best practices" to give us the opportunity to re-accredit efficiently every 4 years.

The student demand for acceptance into our paramedic program has skyrocketed. We would like to grow our program, but the biggest hurdle to growth is the difficulty in finding Field Internship spots for each student. Our accrediting body requires that 100% of students be placed into a field internship within 90 days of completing their clinical assignments. This is requiring us to look outside of Southern California.

We continue to conduct outreach with our industry partners to grow these relationships, and hope that they result in a signed affiliation agreement to send students for their Field Capstone experience.

We will be applying to the National Registry of Emergency Medical Technicians, for approval to conduct the National cognitive and psychomotor testing on campus. This will result in lower student fees, drawing new students to Mt SAC, and a reduction in the wait time for our graduating students to be certified and licensed in the state of California as Paramedics. This license is a requirement to be hired as a Paramedic.

**External Conditions, Trends, or Impacts:** 1. EMS is predicted to continue growth through 2023. As Southern California population increases, so do the 911 calls for pre-hospital care.

2. Fire departments cite the emergent need to hire licensed paramedics, and to have the option of sending incumbent firefighters to paramedic training.

3. Uncertainty still exists as to the state of the Health Care, and how paramedics will be utilized in this community paramedicine model.

4. National and State requirements for Paramedic Program curriculum continues to evolve. We are under a constant state of curriculum revision.

5. National Accreditation Standards undergo many revisions on a regular basis, this requires that the Paramedic Program Directors, and faculty attend annual update conferences.

6. Capstone Field internship spots for our students continues to be a very difficult thing to complete within our required 90 day window. This has forced us to look at out of state opportunities (Nevada) and farther north in California (Santa Barbara County). This will require faculty oversight costs that were not previously budgeted for moving forward.

**Internal Conditions, Trends, or Impacts :** 1. The merge of EMS with Public Safety Programs resulted in many EMS adjunct and professional experts opting out of teaching assignments. This has created a shortage of instructors for the EMS program. We continue to recruit adjunct and professional expert instructors.

2. We were awarded an ambulance simulator for the Public Safety Programs through the Perkins Grant process. It still requires a dedicated part time position to coordinate and operate the use of the simulator. We have not been able to gain approval to hire an equipment technician.

3. Perkins Grant money for travel and conference expenditures was NOT awarded for 2016-17 or 2017-18. This has resulted in a gap in updated information for the paramedic program regulations.

4. Administrative help is not currently adequate to complete all of the documentation and record keeping that is required by a paramedic program to remain accredited.

5. Hire a part-time classified staff member to assist in the delivery of experiential learning for public safety students.

**Critical Decisions Made by Unit:** The PSP underwent a restructuring to include 2 new management positions to take on the responsibility of organizing and administering the EMS, Fire, ADJU programs. This alleviated the reassignment of faculty to administrative roles so FT faculty could focus on instruction and clinical and field supervision of our Paramedic students. In order to meet our 90 day placement of 100% of our students into their field assignments, we have had to begin negotiating contracts with out of County and State 911 provider agencies. This will create a need for budget modification. Although we recently recruited and hired a FT paramedic professor, we still remain one position down, due to faculty retirement. We embarked on modifying the existing 6 classes that comprise the CORE content of the paramedic program

**Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement:** 1. 90-100% student rate of National Paramedic Accreditation.

2. Created a "First Responder" community on 2nd floor of Building 28B where students can learn together and see options for career pathways.

3. Completed identifying a "Fast-track Pathway" for new students where they can complete coursework within 22 months for their Firefighter/Paramedic certificate.
4. Executed an annual contract for a Paramedic Medical Director.
5. Purchased 911 high def simulation manikins for the ambulance simulator
6. Modified the Paramedic curriculum from 6 individual courses to 3 Core Content courses. This allows curriculum delivery to be best suited for student retention, learning, and success.

**Notable Achievements for Theme B: To Support Student Access and Success:** 1. Utilized the HCRC for additional skills lab training for paramedic students.

2. Re-Imagined Paramedic class to be more in alignment with the Fire Service academy structure to better prepare our students for employment upon graduation.

3. Installed an Ambulance Simulator and 911 High Def sim manikins to introduce "real-world" scenarios during didactic education.

**Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources:** 1. EMS was accepted into the Perkins Grant program on Campus. This opened up a funding mechanism to receive needed equipment for the Paramedic program.

2. Applied for the Guided Pathways grant to pursue the "Fast Track" pathway implementation.

**Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration:** Students from all "first-responder" disciplines are now all learning together, opening dialog, and motivating our public safety student population. The EMT program was moved to Adult Education starting Summer 2018, but the classes still occur alongside of Fire Tech, ADJU, and Paramedic courses

**Contributors to the Report:** Jamie Hirsch

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p><b>Student Retention</b> - National accreditation standards through CAAHEP (Commission on Accreditation of Allied Health Education Programs) require a minimum of 70% completion rate for our paramedic students.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Date Goal Entered (Optional):</b> 09/01/2016</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 50</p> <p>When the paramedic program was reassigned from the Nursing dept. to the Public Safety Programs, the completion rate was 54%. For the 2 completed paramedic classes, our retention rate has increased to 70% and 74% respectively.. This now meets the CAAHEP minimum completion rate for our students (05/07/2019)</p> <hr/> <p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 75</p> <p>We were awarded the funds to purchase new ergonomic chairs for the paramedic classroom. Paramedic students are required to sit for up to 8 hours in a classroom environment during in depth lecture material being presented. These new chairs will relieve the back and leg problems that were a distraction and prevented the students from engaging in productive interaction within the classroom environment (01/15/2019)</p>
	<p><b>Request - Full Funding Requested - 1</b> full time 10 Month faculty member, professional expert budget</p>	

*Unit Goals*

*Resources Needed*

*Where We Make an Impact: Closing the Loop on Goals and Plans*

of 32,000 lab supplies 5,000

**Describe Plans & Activities**

**Supported (Justification of Need):**

The demand for paramedic student spots has skyrocketed and we are not able to place these students into our 25 student capacity class. We propose 1 part time paramedic class per year. This will increase capacity 50% and will be scheduled to provide adequate classroom and lab space is available. We have interest by sponsored students as well as non-sponsored students. This alternative scheduling would allow those students that can't quit work the opportunity to attend Paramedic school on a part time basis.

**Lead:** Jamie Hirsch and David Mah

**What would success look like and**

**how would you measure it?:** We would be able to graduate 50% more paramedic trained students. The fire service and private ambulance companies are hiring all of our past graduates and the demand is in the thousands for the foreseeable future. We could potentially see 100% of our graduates gainfully employed.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 137000

**Request - Full Funding Requested -**

Simulated medications and medication administration lab supplies

**Describe Plans & Activities**

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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**Supported (Justification of Need):**  
 Each student currently has to purchase a medical kit containing all the simulated medications that they need during their lab time. This has been a barrier to students that are financially unable to purchase this kit. Our full time program does not allow the student to continue working and financial aid is not available to cover this cost. We would like to provide all the simulated medications and medication administration supplies for 50 students per year

**Lead:** Danny Lopez

**What would success look like and how would you measure it?:**  
 Students, regardless of their financial ability to pay for med kits, would be able to attend and complete the paramedic program upon acceptance. We would be able to see a more diverse student population in our program.

**Type of Request:** SUPPLIES AND MATERIALS: Instructional supplies and materials are items to be used by students, faculty and other personnel in connection with an instructional program, less than \$500.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 10000

<p><b>National Registry Pass Rate above 85%</b> - The Paramedic National Registry Exam process consists of a psychomotor and cognitive exam. Our National, State and Local</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 100            We were successful in attaining the required National Registry Pass rate for first time test taking. We meet the minimum established by our accrediting body (05/07/2019)</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>	
<p>accreditation requires that all students must pass this testing process. Our programs are evaluated on the percentage of students that pass on the first attempt. We are required to post our pass rates on our main program webpage.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Date Goal Entered (Optional):</b> 09/01/2016</p>	<p><b>Request - Full Funding Requested - 2</b> Zoll Cardiac Monitors</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> The potential employers of our paramedic graduate students use Zoll Cardiac Monitors as well as the LifePak Monitors that we received through the Perkins Grant. These monitors would allow the students to learn how to utilize this life saving equipment.</p> <p><b>Lead:</b> Jamie Hirsch</p> <p><b>What would success look like and how would you measure it?:</b> Students will become proficient at understanding and utilizing the newest technology for monitor/defibrillators that are currently in use by our provider agencies. This will give them a greater opportunity to complete their Capstone Field Internship</p> <p><b>Type of Request:</b> INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>One-Time Funding Requested (if applicable):</b> 60000</p>	<p><b>Reporting Year:</b> 2018-19</p> <p><b>% Completed:</b> 50</p> <p>We were awarded the funds to purchase 1 Zoll Monitor, however we need to purchase 1 additional one to allow each student to become familiar during their scenario based training. (06/19/2019)</p> <hr/> <p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 0</p> <p>We were not successful in obtaining the funding to purchase the Zoll monitors during this reporting period. We will attempt to apply for future grant opportunities. (05/07/2019)</p>	
		<p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 0</p> <p>We received two Lifepak 15 monitor/defibrillators in 16/17 and have placed them into the skills lab. We are still in need of two ZOLL monitor/defibrillators to complete the equipment inventory that will prepare the students for ACLS calls our in the field. We requested these monitors through Perkins Grant, but did not receive approval. (05/14/2018)</p>	<p>: Students will be trained on the operation, use, and maintenance of the Lifepak 15 which is state of the art equipment and the latest technology available to 911 EMS provider agencies. (07/31/2017)</p>
	<p><b>Request - Full Funding Requested -</b> Purchase 2 jugular vein access manikins. Place into the EMS laboratory for student use</p> <p><b>Describe Plans &amp; Activities</b></p>	<p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 0</p> <p>We were not able to acquire funding for this purchase during this reporting year. We will seek future funding opportunities (05/07/2019)</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p><b>Supported (Justification of Need):</b> 300 per Jugular vein access manikin.</p> <p><b>Lead:</b> Jamie Hirsch</p> <p><b>Type of Request:</b> INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.</p> <p><b>Planning Unit Priority:</b> Medium</p> <p><b>One-Time Funding Requested (if applicable):</b> 700</p>	<p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 0</p> <p>We were not able to purchase this paramedic supply due to manufacturer back order. We will attempt to purchase it during the 17/18 period. (05/14/2018)</p>
<p><b>Paramedic National Registry Exam Testing at Mt. SAC</b> - To gain approval by the NREMT to be a testing site for both psychomotor and cognitive testing.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20</p> <p><b>Date Goal Entered (Optional):</b> 09/01/2016</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> 8000 to fund the cost of site certification and staffing</p> <p><b>Describe Plans &amp; Activities</b></p> <p><b>Supported (Justification of Need):</b> Train staff members in the psychomotor testing process. Schedule test dates that will coincide with our paramedic courses</p> <p><b>Lead:</b> Danny Lopez</p> <p><b>What would success look like and how would you measure it?:</b> To provide the National Registry Exam Process on our campus would result in reduction to student cost and the ability to bring in new students to Mt. SAC</p> <p><b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests</p>	<p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 0</p> <p>We were not able to seek accreditation as a testing site during this reporting period. We will be working on gaining approval during the next PIE cycle (05/07/2019)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 8000

**Innovation 3 Bachelor Degree**

**Pathway - Complete Program**  
 Mapping for a Bachelor of Science degree with SIU in Public Safety Management-Emergency Medical Services

**Status:** Archive

**Goal Year(s):** 2018-19

**Date Goal Entered (Optional):**  
 09/01/2016

**Grow our Pool of Paramedic Field Internship locations -** Secure agreements with American Medical Response (AMR) and Las Vegas Fire Department to create an internship program for our required Capstone field module. It is getting extremely difficult to secure an internship location for each student. This requires 480 hours of pre-hospital experience assigned to a certified field preceptor. This would require travel expenses for an adjunct faculty member to oversee these out of area field locations.

**Status:** Active

**Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21

**Date Goal Entered (Optional):**

**Request - Full Funding Requested -** Collaboration between out-of-area departments and our Paramedic Program Director to obtain an executed agreement for field internship spots for our paramedic students. This will provide an opportunity for our students to gain employment upon graduation.

Funding for faculty travel costs including out of state (Nevada) student evaluation visitations.

**Describe Plans & Activities Supported (Justification of Need):**

Obtain an executed affiliation agreement with fire departments and private ambulance companies for a internship experience. This will

**Reporting Year:** 2017-18

**% Completed:** 100

The EMT program has moved to Non-Credit Adult Education (05/14/2018)

: If we are successful in creating a paid work experience/intern program with CARE ambulance, our students will be able to earn college units, accrue their 1200 hours of EMT to attend our paramedic program, and have some financial stability while working. (07/31/2017)



*Unit Goals*

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07/31/2017

provide an opportunity for our students to gain employment upon graduation

**Lead:** Danny Lopez

**What would success look like and how would you measure it?:**

Placement of our paramedic students into an internship for their 480 hours of field training would result in gainful employment as a paramedic once they have graduated from our program. It would allow us to grow our program to include a Part-Time paramedic academy in addition to our full time.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 5000

**Request - Full Funding Requested -** Part-time Career Specialist

**Describe Plans & Activities**

**Supported (Justification of Need):**

Specialist to assist with work experience/internship placements and employer panels, career fairs, etc.

**Lead:** Jamie Hirsch

**What would success look like and how would you measure it?:** The

specialist would assist with an increased demand for field internships and work experience

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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locations, and the scheduling of those events.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 55000

<p><b>National Accreditation Compliance -</b> Paramedic program directors need to be trained on the National Accreditation Standard revisions on an ongoing basis. The primary communication between Accrediting bodies and our program is through annual conferences and training sessions. These are held across the US.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Date Goal Entered (Optional):</b> 09/05/2017</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b>          650 Registration          1200 Lodging          750 Airfare  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Attend the Annual NAEMSE National Association of Emergency Services Educators Symposium in Washington D.C. This conference is the platform where the Accreditation Agencies provide updates and changes to the National Accreditation Standards</p> <p><b>Lead:</b> Jamie Hirsch  <b>What would success look like and how would you measure it?:</b> This annual conference will allow the paramedic program director to gather the information needed to maintain accreditation, and give her the opportunity to interact with the director and co-directors of the accrediting bodies.  <b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests</p>	<p><b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 0          We were not able to send personnel to the accreditation workshop during this reporting period. We will seek out opportunity to do so during the next PIE cycle (05/07/2019)</p> <hr/> <p><b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 100          There are significant changes in the National Paramedic Accreditation Standards that may require the acquisition of additional equipment or staffing. An analysis has begun to identify the impact of these revisions to our program. This will be an ongoing conference to stay abreast of curriculum and legislative changes to our Accreditation requirements (05/14/2018)</p> <p style="text-align: right;">: Recognizing and understanding the mandated changes to our EMS programs will result in continued re-accreditation in the future. Our students will benefit by becoming licensed EMT and Paramedics in the State of California and recognized by the National Registry of EMT. (09/05/2017)</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 2600



**Student "Fast Track" to Firefighter-Paramedic Certification** - To implement a pathway for students that are just entering the Fire Technology-EMS programs. This pathway would lay out a semester by semester student course plan that will include Fire Academy, EMT, Paramedic and work experience course work. Upon completing the Fast Track pathway, a student would graduate with a Fire/Paramedic certificate and would be positioned for employment with a local fire agency or private paramedic 911 provider.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21

**Request - Full Funding Requested -**  
Part time clerical assistance to maintain records and support student success in providing information for them to be able to register for the proper classes in the Fast Track program. Liaison with counseling and Student assistance center  
**Lead:** Jamie Hirsch  
**What would success look like and how would you measure it?:**  
Students entering the Fast Track would be guided to a pathway that would lead to certification as a Firefighter/Paramedic within 22-24 months. They would then be out in the workplace  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 25000