

1. Assessment Plan - Four Column



PIE - Technology & Health: Medical Services Unit

Narrative Reporting Year

2017-18

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Program Planning Dialog: The EMS 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. The student demand for EMT course offerings overwhelmed the professional expert budget. In an effort to meet the student need for EMT courses, a request to move EMT to Non-Credit, Adult Education was initiated. We received Board and Chancellor approval to move forward effective Summer 2018. EMT will now be offered through Adult Education and is no longer administered by the Public Safety Programs. The classes will still physically reside alongside of the PSP programs giving the student a unique global view of all disciplines involved in emergency response and public safety.

Paramedic Class 85 -Fall 2017 started with 25 students, our retention rate is at 88%. Through our restructuring efforts, we were able to graduate and successfully license half of our class within 9 months. 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.

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.

We have completed a full time faculty recruitment for the vacated position from 16/17. The new faculty member will start FALL 2018.

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.

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 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.

911 Providers are mandated to collect patient data electronically. They are no longer able to use paper Patient Care Reports (PCR). They now collect this data through the use of tablets (ePCR). Our program does not have this technology available to each student. We will need to purchase a cache of tablet computers to be able to provide training on this component of paramedic patient care.

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 long term faculty leave.

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

2.Re-Accreditation of Paramedic Program from CAAHEP and CoAEMSP.

3. The move of the Emergency Medical Technician program (EMT-Basic) to Adult Education.

4.Re- Accreditation of our Continuing Education program.

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

6. Completed identifying "Pathways" for student success in achieving their A.S. Degree in EMS.

7. Established an EMS Bachelor degree pathway in collaboration with Southern Illinois University.
8. Executed an annual contract for a Paramedic Medical Director.

Notable Achievements for Theme B: To Support Student Access and Success: 1. Moved EMT-Basic to Adult Education for more student access to course offerings.

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

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: Moved the EMT and Paramedic programs back to the Tech and Health building in 16/17. Students from all "first- responder" disciplines will now all be together, opening dialog, and motivating our public safety student population. The EMT program was moved to Adult Education starting Summer 2018, but the classes will 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>Student Retention - National accreditation standards through CAAHEP (Commission on Accreditation of Allied Health Education Programs) require a minimum of 70% completion rate for our paramedic students. Status: Active Goal Year(s): 2016-17, 2017-18 Date Goal Entered (Optional): 09/01/2016</p>	<p>Full Funding Requested - New chairs for Paramedic classroom Lead: Jamie Hirsch One-Time Funding Requested (if applicable): 7500 Type of Request: Facilities Planning Unit Priority: High What would success look like and how would you measure it?: Providing a learning environment that does not cause distractions due to back pain, leg pain and buttock pain will translate to better retention of lecture topics.</p>	<p>Reporting Year: 2017-18 % Completed: 0 We have not been able to purchase ergonomic chairs for the paramedic students. Class time is structured on an eight hour day, 5 days a week. Their attention span is proportional to their comfort in a sitting position for extended time period. We will continue to search for a funding mechanism. (05/14/2018)</p>
	<p>Full Funding Requested - Medical Director Independent Contractor</p>	<p>Reporting Year: 2017-18 % Completed: 0</p>
		<p>: A one time purchase of Ergonomic chairs for the paramedic student desks will result in an increase of student attention span and retention of lecture material. (07/31/2017)</p> <p>: The medical director is responsible for curriculum</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>	
	<p>Board Approval Execute a contract for a Medical Director for the EMS program. This is a mandatory requirement to maintain accreditation with our accrediting bodies.</p> <p>Describe Plans & Activities Supported: Execute an annual renewal contract for a Medical Director for the EMS program. This is a mandatory requirement to maintain accreditation with our accrediting bodies.</p> <p>Lead: Jamie Hirsch</p> <p>On-Going Funding Requested (if applicable): 7500</p> <p>Type of Request: Staffing</p> <p>Planning Unit Priority: High</p> <p>What would success look like and how would you measure it?: The Medical Director will approve curriculum modifications, instructors, clinical and field sites. This would ensure that the most current Pre-hospital care information is taught in our program. It is also an accreditation requirement.</p>	<p>We successfully executed a new contract with a medical director for the EMS program for 16/17. We are in the process of renewing the Medical Director Contract for 17/18. This will be an ongoing annual contract due to National Accreditation Mandate to have a Medical Director oversee our EMS Program. (05/14/2018)</p>	<p>oversight, student interaction, equipment needs, and advisory involvement. Plays an integral part in maintaining our CoAEMSP and LEMSA accreditation. (07/31/2017)</p>
<p>National Registry Pass Rate above 85% - The Paramedic National Registry Exam process consists of a psychomotor and cognitive exam. Our National, State and Local 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>Full Funding Requested - funding for additional adjunct faculty and professional experts needed for increased demand for Paramedic courses</p> <p>56,173 for increased number of professional experts needed to deliver Paramedic courses. The increase to the pay structure for Professional Experts has resulted in inadequate funding for this budget item</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 50</p> <p>The Assistant Director of Public Safety programs in collaboration with faculty, interviewed and hired 7 new adjunct faculty members and 6 new Professional Experts. This is a step forward, but we are still in need of additional instructors, and professional experts for the EMS program. (05/14/2018)</p>	<p>: We have successfully hired a pool of new adjuncts and professional experts that will participate in a robust EMT and paramedic didactic program. (07/31/2017)</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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Status: Active
Goal Year(s): 2016-17, 2017-18
Date Goal Entered (Optional):
 09/01/2016

Describe Plans & Activities
Supported: Ensure that we meet the 6 to 1 student to instructor ratio for all skills labs. This is required for accreditation. We must acquire approval for a budget increase to maintain adequate staffing.
Lead: Jamie Hirsch
On-Going Funding Requested (if applicable): 56173
Type of Request: Staffing
Planning Unit Priority: High
What would success look like and how would you measure it?: With a 6 students to 1 Professional Expert ratio, every student would receive individualized instruction that would result in a higher number of students completing the program.

Full Funding Requested - 2 Zoll Cardiac Monitors
Describe Plans & Activities
Supported: 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.
Lead: Jamie Hirsch
One-Time Funding Requested (if applicable): 60000
Type of Request: Instructional Equipment
Planning Unit Priority: High
What would success look like and how would you measure it?:
 Students will become proficient at understanding and utilizing the

Reporting Year: 2017-18
% Completed: 0
 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 out in the field. We requested these monitors through Perkins Grant, but did not receive approval. (05/14/2018)

: 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)

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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

Full Funding Requested - Purchase High Fidelity CAE Juno Simulated Manikins to complete the new Ambulance Simulator that we received through Perkins funding.

Describe Plans & Activities Supported: Purchase 2 manikins to finish our ambulance simulator for the required scenario based activities. In order to get all students equal time with the manikins, we would need to divide the class into 2 parts to get through all necessary training in the allotted time frame. The use of high fidelity manikins is a requirement for the skills lab in Paramedic Training

Lead: Jamie Hirsch
One-Time Funding Requested (if applicable): 56000

Type of Request: Instructional Equipment

Planning Unit Priority: High
What would success look like and how would you measure it?: The use of "real-life" manikins in the didactic portion of paramedic training would result in a higher completion and success rate in Clinical and Field Internships.

Full Funding Requested - A computer lab with 30 stations
Describe Plans & Activities Supported: Support the Public

Reporting Year: 2017-18
% Completed: 75
 We were awarded the funds to purchase the simulated manikins for the Paramedic Lab through the Perkins Grant. We will be executing the purchase starting July 1, 2018. (05/14/2018)

: Students will be able to obtain experience in patient care with a high fidelity simulated manikin. Resources are limited when using real-life patients. (07/31/2017)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Safety Computer Lab by adding an additional 5 computer stations, and upgrading all hardware and software to support the delivery of classroom instruction for EMS.</p> <p>Lead: Stephen P. Shull</p> <p>One-Time Funding Requested (if applicable): 10000</p> <p>Type of Request: Instructional Equipment</p> <p>Planning Unit Priority: High</p> <p>What would success look like and how would you measure it?: By adding an additional 5 computer stations to the lab, we could accommodate a full class instead of split sessions. This would result in an increased class efficiency and higher retention rates.</p> <p>Full Funding Requested - Purchase 2 jugular vein access manikins. Place into the EMS laboratory for student use</p> <p>Describe Plans & Activities Supported: 300 per Jugular vein access manikin.</p> <p>Lead: Jamie Hirsch</p> <p>One-Time Funding Requested (if applicable): 700</p> <p>Planning Unit Priority: Medium</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 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>EMT Course Offerings - The EMT program has been moved to Adult Education</p> <p>Status: Archive</p> <p>Goal Year(s): 2016-17</p> <p>Date Goal Entered (Optional): 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 100</p> <p>The Emergency Medical Technician program is officially a component of Adult Education. It was approved to move to non-credit effective Summer 2018 (05/14/2018)</p>
<p>Electronic Medical Record Keeping -</p>	<p>Full Funding Requested - Tablet</p>	<p>Reporting Year: 2017-18</p> <p>: Once purchased, each student</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>	
<p>Incorporate the state mandated electronic Patient Care Reporting (E-PCR) system into our curriculum by providing the hardware, software, and didactic education to train and prepare students for employment</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18</p> <p>Date Goal Entered (Optional): 09/01/2016</p>	<p>based Patient Care Reports E-PCR. Electronic IPAD or PC tablet</p> <p>Describe Plans & Activities Supported: E-PCR (patient care report) for Paramedics (Tough Books)</p> <p>Lead: Jamie Hirsch</p> <p>One-Time Funding Requested (if applicable): 30000</p> <p>Type of Request: Instructional Equipment</p> <p>Planning Unit Priority: High</p> <p>What would success look like and how would you measure it?: The introduction and use of the ePCR system will prepare our paramedic students for their field internship. All medical information is now mandated to be electronically managed. Our students will have a higher opportunity to succeed in their internships by knowing the ePCR system.</p>	<p>% Completed: 0</p> <p>We have not been able to acquire a funding mechanism to purchase these tablets. It is imperative that our paramedic students learn about electronic patient care reporting systems as they will be expected to perform this task during their capstone field internship. (05/14/2018)</p>	<p>will have access to a tablet device to enter real-time patient care records. This will prepare them for their field internship, where E-PCR use is required to pass. (07/31/2017)</p>
<p>Expansion - The EMT Program has been moved to Adult Education</p> <p>Status: Inactive</p> <p>Goal Year(s): 2016-17, 2017-18</p> <p>Date Goal Entered (Optional): 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 100</p> <p>The EMT program has moved to Adult Education and will no longer be overseen by Public Safety Programs. The classes will still be scheduled in Building 28 on the 2nd floor with Fire Tech, ADJU, and Paramedic courses. This ensures that our "first responder" community stays intact. (05/31/2018)</p>	
<p>Expansion 2 - EMT has moved to Adult Education</p> <p>Status: Archive</p> <p>Goal Year(s): 2016-17</p> <p>Date Goal Entered (Optional): 09/01/2016</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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<p>Paramedic National Registry Exam Testing at Mt. SAC - To gain approval by the NREMT to be a testing site for both psychomotor and cognitive testing.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18</p> <p>Date Goal Entered (Optional): 09/01/2016</p>	<p>Full Funding Requested - 8000 to fund the cost of site certification and staffing</p> <p>Describe Plans & Activities Supported: Train staff members in the psychomotor testing process. Schedule test dates that will coincide with our paramedic courses</p> <p>Lead: Danny Lopez</p> <p>On-Going Funding Requested (if applicable): 8000</p> <p>Type of Request: Staffing</p> <p>Planning Unit Priority: Medium</p> <p>What would success look like and how would you measure it?: 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>		
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<p>Innovation 3 Bachelor Degree Pathway - Complete Program Mapping for a Bachelor of Science degree with SIU in Public Safety Management-Emergency Medical Services</p>			
<p>Status: Inactive</p> <p>Goal Year(s): 2018-19</p> <p>Date Goal Entered (Optional): 09/01/2016</p>			

<p>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</p>	<p>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</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 100</p> <p>The EMT program has moved to Non-Credit Adult Education (05/14/2018)</p>	<p>: 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</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>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.</p> <p>Status: Active</p> <p>Goal Year(s): 2017-18</p> <p>Date Goal Entered (Optional): 07/31/2017</p>	<p>students to gain employment upon graduation.</p> <p>Funding for faculty travel costs including out of state (Nevada) student evaluation visitations.</p> <p>Describe Plans & Activities</p> <p>Supported: Obtain an executed affiliation agreement with AMR ambulance, and Las Vegas Fire Department for a internship experience. This will provide an opportunity for our students to gain employment upon graduation</p> <p>Lead: Danny Lopez</p> <p>On-Going Funding Requested (if applicable): 5000</p> <p>Type of Request: Professional Development</p> <p>Planning Unit Priority: High</p> <p>What would success look like and how would you measure it?:</p> <p>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</p> <p>Full Funding Requested - Part-time Career Specialist</p> <p>Describe Plans & Activities</p> <p>Supported: Specialist to assist with work experience/internship placements and employer panels, career fairs, etc.</p> <p>Lead: Jamie Hirsch</p> <p>On-Going Funding Requested (if applicable): 55000</p> <p>Type of Request: Staffing</p> <p>Planning Unit Priority: High</p> <p>What would success look like and</p>	<p>working. (07/31/2017)</p>

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how would you measure it?: The specialist would assist with an increased demand for field internships and work experience locations, and the scheduling of those events.

National Accreditation Compliance - Paramedic program directors need to be trained on the National Accreditation Standard revisions on an ongoing basis
Status: Active
Goal Year(s): 2016-17, 2017-18
Date Goal Entered (Optional): 09/05/2017

Full Funding Requested - 650
 Registration
 1200 Lodging
 750 Airfare
Describe Plans & Activities Supported: 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
Lead: Jamie Hirsch
On-Going Funding Requested (if applicable): 2600
Type of Request: Professional Development
Planning Unit Priority: High
What would success look like and how would you measure it?: 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.

Reporting Year: 2017-18
% Completed: 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)

: 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)