

Paramedic Refresher Course

Student Policy Manual

Revised 10/08

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Staff Directory

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Course Overview

Course Philosophy

This course fulfills the Emergency Medical and Trauma Services Section (EMTS) of the Colorado Department of Public Health & Environment (CDPHE) requirements for continuing medical education for paramedics who wish to renew their certification.

The EMT-P typically provides pre-hospital care in a wide variety of circumstances. This course offers continuing education in all aspects of emergency medical care within the EMT-P scope of practice. The EMT-P is prepared to administer advanced life support to victims of emergencies, minimize patient suffering, prevent further injury, and reduce recuperative time.

Course Goals

The goals of the paramedic refresher course have been identified as follows:

1. To provide a structured course of review to prepare the student to successfully complete the Colorado State renewal process and meet section 1 of NREMT.
2. To provide the refresher student with information on current and emerging topics in emergency medical services.

Paramedic Refresher Student Terminal Objectives

Upon successful completion of the paramedic refresher course, the student will be able to:

1. Describe the basic concepts and principles associated with prehospital emergency medicine.
2. Demonstrate proficiency in the practical skills associated with the provision of advanced life support.
3. Describe current philosophies and practices regarding the provision of prehospital emergency care.
4. Fulfill the requirements to be renewed as an Advanced Cardiac Life Support (ACLS) provider.

Course Length

The course consists of eight (8) sessions (not including holidays). The following legal holidays are observed: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas.

Curriculum

The course exceeds the requirements of the Emergency Medical and Trauma Services Section of the CDPHE for continuing education for EMT-Paramedics. In addition, the course meets the requirements for the National Registry for section 1 initial testing and recertification at the paramedic level.

Course Schedule

Fridays 8:00 AM – 5:00 PM
or
Wednesdays and Fridays 8:00 AM – 5:00 PM
or
Mondays and Wednesdays 8:00 AM – 5:00 PM

Course Structure

Didactical Practical	52 hours
Examinations	<u>12 hours</u>
Total	64 hours

Facilities

Course Location

HealthONE EMS Campus
333 W. Hampden Ste. 200
Englewood, CO 80110
303-788-6317

Office Hours

1. The office hours at HealthONE EMS are Monday through Friday, 7:30 AM to 5:00 PM. Course coordinator office hours vary with instructional schedule.
2. Contact the Course Coordinator for appointments as necessary.

Parking

1. There is a 2 story parking structure for student use south of Hampden Avenue at the corner of Elati and Ithaca.
2. Evening students may park in the lot on the west side of the building or in the lot reserved for building tenants to the north across W. Hampden Place.
3. Bikes are not allowed in the building. There is a bike rack on the northeast corner of the building.
4. Reserved and handicap signs are to be respected 24 hours a day, seven days a week.

Miscellaneous

1. Restaurants and deli facilities are located in the vicinity of the campus.
2. The facility is a smoke and tobacco free environment. Smoking is permitted northeast of the building near the picnic tables.

Learning Resources

The following audiovisual resources are available to all HealthONE EMS students. Resources may be accessed during regular office and course hours only, unless special arrangements are made with the Course Coordinator.

1. Reference texts are available in the HealthONE Emergency Medical Services Department library. Textbooks on a variety of subject matter and emergency medical journals are available.
2. Training equipment is available for use on the premises. Schedule appointments for practice sessions with the Course Coordinator.

Open Workstation – Guidelines for Use

Computers in the EMS lounge are available for students, contract instructors, and others affiliated with HealthONE EMS. Following are guidelines for use.

1. If you experience problems or have questions, please contact one of the front office staff, DO NOT attempt to resolve computer related problems on your own.
2. Please respect the needs of others. Limit use to 10 minutes if other users are waiting.
3. Personal email can be accessed from this computer.
4. Any inappropriate use, including access to questionable internet sites, will not be tolerated. Users found abusing this privilege will be referred to the Education Supervisor and may face disciplinary action.
5. Users are responsible for procuring their own media, such as CDs or flash drives when saving work or information.
6. Data back-up of files and directories is NOT performed on these computers. Do not store personal information on these machines. HealthONE is not responsible for lost data.
7. Do not change the configuration or layout of the Windows Desktop or other applications available on these computers.
8. Only the HealthONE EMS IT staff are authorized to load software on the student PCs.

Program Policies

Tuition Policy

Payment in full for tuition is required prior to the start of class.

Refund Policy

No refund is available following the published date on the course flyer. The non-refundable administration fee also applies.

Withdrawal Policy

If the student wishes to withdraw from the class at any time, submit a letter to the course coordinator. However, no refund will be provided.

Attendance Policy

1. Students must attend at least 50 hours of lecture and practical sessions to be eligible for certification renewal in Colorado.
2. Students who are absent for portions of the class will receive a letter detailing the CE credit received.
3. When an absence must occur, the student must notify the Course Coordinator.
4. Students who leave class early without prior permission of the Course Coordinator will have an absence recorded for that class.

Inclement Weather

1. Decisions on canceling class are made by the EMS Education Supervisor and the Course Coordinator. The decision is based on weather conditions and safety.
2. In the event of severe weather conditions, the Course Coordinator will leave a message on the voice mail recording at his/her extension. Weather condition decisions will be made approximately two hours prior to the start of class.
3. If class is not cancelled and the student elects not to attend, it is the student's responsibility to leave a message for the course coordinator and arrange to make up missed content.

Requirements of Faculty

1. Present the course outline, requirements, and expectations at the beginning of the program.
2. Provide students with the course knowledge and skills objectives.
3. Review and discuss exams, practical experiences, and evaluations with the students.
4. Provide counseling, conduct student conferences, and provide additional resources as necessary.

Grading Policy

1. The course consists of a final written exam and a final skills exam.
2. The passing grade for the final exam is 70%
3. Students are not permitted to leave the testing area until they have completed the examination.
4. Quizzes may be administered at any time at the discretion of the instructor. Quizzes will be utilized to reinforce knowledge and will have minimal impact on grade average.
5. Any and all information disseminated during the course is considered testable material. All test questions are based on objectives in the EMT-P National Standard Curriculum.
6. The final written exam must be successfully completed before the student is allowed to take the final Practical Skills Examination.
7. Final exams are not reviewed with the students unless a retake is necessary.
8. Retest of the final exam must be taken prior to the final Practical Skills Examination. Schedule retest through the Course Coordinator. The retest score must be 70% or greater.
9. Each student must demonstrate mastery of all twelve skill stations to pass the final practical examination.
10. Students may retest up to five skill stations on the same day of the final skills examination.

Discipline, Counseling, and Dismissal Process

Conduct that reflects negatively on the EMS Department will result in a meeting with the Program Director and Course Coordinator and possible dismissal from the program.

Infractions that may result in disciplinary action or dismissal from the program include, but are not limited to:

1. Cheating in any form
2. Vulgarity during class
3. Harassment of instructors, EMS staff, or fellow students

4. Disruptive behavior in class
5. Inappropriate attire worn for class
6. Falsification of any information on student application, records, or evaluations
7. Violation of attendance policy
8. Being under the influence of drugs or alcohol while in the classroom
9. Failure to meet minimum scholastic requirements as outlined in policies
10. Theft or intentional destruction/damage of property.

Property Damage

Damage to equipment must be reported to the Course Coordinator within 24 hours. Any student who drops, breaks, or destroys equipment may be responsible for its replacement or repair cost. The student will be dismissed from the program if the damage is determined to be intentional.

Drug Testing of Students

The purpose of this section is to provide guidelines for situations when students are required to undergo drug and alcohol screening, and define the process to conduct testing of students in situations in which drug or alcohol use, tampering, diversion, or theft is suspected and/or there is concern for student or patient safety.

1. HealthONE EMS requires students to undergo screening for drugs and alcohol as follows:
 - a. When a preceptor or instructor has concern that the student is unfit to perform assigned duties
 - b. As specified in a return to class contract
 - c. As required by state or federal regulations
2. The instructor will notify the Department Director, Director of Human Resources, and risk management. Human Resources will direct the investigation in coordination with the Instructor, Department Director, risk management and/or administration.
4. Drug and alcohol testing of students may be conducted in the event that it is determined by the Program Director and/or the Vice President of Human Resources that other routine investigative and security measures have been explored, and/or there is reason to believe patient care or student safety may be compromised.
5. All students working in, with access to, or with responsibilities associated with the identified area or incident will be required to submit a drug or alcohol test (blood and/or urine).
6. Students will be notified by their instructor as to the reason, date, time, and location of the required testing.
7. Results will be returned to Employee Health. Employee Health will report drug or alcohol testing results to the Director of Human Resources who will consult with the Program Director.

8. Students who test positive for any illegal drug, alcohol or any controlled substance, for which they do not have a valid prescription will be terminated from the EMS program.
9. Students who test positive for prescription drugs, for which they have a valid prescription, or other legal, non-prescription medication will be referred to their personal physician for evaluation. They will be required to contact employee health and complete a return to class contract and conference before returning to class.
10. Students who refuse to comply with required drug or alcohol testing will be terminated.
11. Drug and alcohol test results will be reported to all law enforcement and regulatory agencies as required by law.

Student File Security and Access

An individual file is maintained on each student. Contents of each file include:

1. *Receipt of Policy Acknowledgment* form
2. Results of all tests, quizzes, and practical skills evaluations
3. *Student Consultation* forms
4. Documentation of any disciplinary action
5. Any other correspondence between the student and Course Coordinator, instructors, and HealthONE EMS staff.

The content of each student file is confidential. Other HealthONE EMS staff, and the Emergency Medical and Trauma Services Section staff may be granted access to a student file on an as needed basis. Any other person or persons desiring access to a student's file must be granted written permission by the student. If any student desires to view the contents of his/her file, an appointment must be scheduled with the course coordinator. After course completion, students will be charged a \$12.00 fee when requesting copies of any documentation from their student file.

Grievance Mechanism

If a situation arises in which a student feels that program policies have not been followed or that he/she has been dealt with in an unfair or inappropriate manner, he/she will pursue the following grievance mechanism. The grievance must be pursued by the student and not an intermediary. This procedure must always be followed and no step of the procedure may be circumvented. Resolution of issues involves obtaining factual information regarding the situation and adherence to appropriate policies and procedures. The student will be dealt with fairly, impartially, and without bias.

1. Discuss the matter with the course coordinator. If the incident involves an instructor, approach that individual. Grades may not be grieved.
2. If the grievance has not been properly resolved by step 1, it may now be taken to the Director of EMS and Trauma for review. The complaint must be submitted in writing along with an oral statement presented in person by the student. The complaint must be filed within 20 days of the incident or the grievant waives the right to pursue the grievance and the matter will be closed. The Director will investigate the complaint and respond to the student within five (5) working days.
3. If the grievance has not been satisfactorily resolved in step 2, the student may appeal to the course Medical Director. The complaint must again be submitted in writing accompanied by an oral statement presented in person by the student.

Following review of the situation, the course Medical Director will respond to the student within five (5) working days. The decision of the course Medical Director is final and may not be appealed.

Requirements of Students

It is the responsibility of the student to comply with the following requirements. Certificates of course completion are not issued until these requirements are met:

1. Comply with the attendance policy.
2. In the event that a retest exam is necessary, it is the responsibility of the student to schedule the exam with the course coordinator.
3. All books checked out of the library or other borrowed materials must be returned by the end of the course.
4. Students must report promptly for class. If he/she expects to be late, notification to the course coordinator is required.
5. The student must follow the appropriate grievance mechanism in the event of a grievance.

6. Evaluations of speakers and of the course must be completed as requested.
7. It is the student's responsibility to report exam grades, evaluations and progress in the course to their sponsoring agency.
8. Students must conduct themselves in a professional manner at all times. Unprofessional conduct in the classroom may result in dismissal from the program. This includes any form of harassment.
9. Students are requested to inform the course coordinator of changes in address and phone number during the course.
10. The student must successfully complete all course requirements prior to the final written and practical exam.
11. There is **NO SMOKING** or use of tobacco products allowed in classrooms or offices.
12. Classrooms must be left clean and in the order found. Pop cans, coffee cups, etc. must be disposed of at class end.
13. Silence all personal pagers and cell phones during class.
14. Students are to use student refrigerator and microwave in the student lounge.
15. All beverages must be in cups or containers with lids.
16. Food is allowed in the student lounge or tiled skills rooms. No food in carpeted areas.
17. Copier is for staff use only. Kinkos is available to students for copying and printing.
18. Students are not allowed in the front office area unless conducting business with EMS staff.

Harassment Policy

1. HealthONE is committed to providing an environment that is free from harassment, intimidation and retaliation and will not tolerate any conduct by which creates an intimidating, offensive or hostile environment by anyone, including any fellow student, instructor, supervisor, physician or non-employee.
2. While all forms of harassment are not tolerated, racial and sexual harassment are specifically prohibited. Each instructor has a responsibility to maintain a classroom free of any form of racial or sexual harassment, whether committed by instructors, students or any other persons. Such harassment may include but not be limited to physical or verbal conduct of a racial or sexual nature;
 - a. A hostile environment which includes jokes, vulgar comments, and the display of suggestive comments, objects or pictures, including photographs of nude persons
 - b. Sexual flirtations, unwelcome touching, advances or requests for sexual favors
 - c. Graphic or suggestive comments about an individual's dress or body
 - d. Sexually or racially degrading words

3. In addition to behavior that may create a hostile environment, no instructor will threaten or insinuate, either explicitly or implicitly, that students refusal to submit to sexual advances will adversely affect evaluation, course completion or career development.
4. Students who believe that the conduct of an instructor, fellow student or other individual in the classroom constitutes harassment have a responsibility to report as soon as possible to the EMS Education Supervisor or Department Director. If a supervisor or manager is contacted, he or she should, as soon as possible, advise the Director of Human Resources. It is the responsibility of the director of human resources to coordinate an investigation and assure appropriate action is taken.
5. All reports of violations of this policy will be promptly and thoroughly investigated. To the maximum extent possible, investigations will be conducted to protect the confidentiality and privacy of the parties involved. If an investigation confirms that a violation of this policy has occurred, corrective action will be taken, including discipline up to and including immediate termination from the program.
6. Company policy, as well as federal and state laws prohibit retaliation against students who file complaints, cooperate with, or participate in any procedures or investigations related to complaints of discrimination including complaints of sexual harassment and other forms of harassment.

Criteria for Student Completion of Paramedic Refresher Course

The HealthONE Paramedic Refresher Course student must successfully complete:

1. A final skills examination
2. Students must be present for at least 50 hours of lecture and practical sessions to be eligible for certification renewal in the State of Colorado through the course.

The student must demonstrate the ability to conduct him/herself in a professional manner at all times. All requirements must be successfully completed prior to sitting for the course final written exam and the state practical skills examination. Upon completion of the course, certificates will take 10 days to process.

Miscellaneous

Faculty

All faculty members are knowledgeable in pre-hospital medicine. Faculty include physicians, nurses, EMTs, paramedics, and other individuals who are experts in their field.

Affirmative Action

The HealthONE EMS admits students and employs faculty of any race, color, creed, gender, sexual preference, and national or ethnic origin.

Gift Policy

HCA staff may accept gifts with a total value of \$50.00 or less in any one year from any individual or organization who has a business relationship with HCA. Perishable or consumable gifts given to a department or group are not subject to any specific limitation. HCA staff may accept gift certificates, but may never accept cash or financial instruments (e.g., checks, stocks). Finally, under no circumstances may an HCA staff solicit a gift.

National Registry Exam

Students enrolled in and successfully completing the Paramedic Refresher course may receive a reduction in the tuition for the National Registry Skills Examination. Tuition will be reduced to half of the published tuition fee.

**Paramedic Refresher Program
Receipt of Program Policies
Acknowledgement**

This is to certify that the undersigned student has read the HealthONE Emergency Medical Services Student Policy Manual. The Program Policies have been explained and are fully understood. A copy was received, and I _____
accept the terms as stated. Name (please print)

Signature

Date

Witness signature

Date

Talent Release Form

I understand that I am willingly appearing on camera for images/scenes to be used by Swedish Medical Center-HealthONE for promotional purposes. I understand that these images/scenes may appear in printed advertisements, televised commercials or on the Internet, as well as in Swedish Medical Center publications/brochures.

I understand that I am not receiving any compensation for these appearances.

Date

Printed name

Signature

Employee

Physician

Other Student