

SYLLABUS

Course: Ambulance Operations

COURSE & SECTION: FES 3227

CREDIT HOURS: 3

SESSION:

** ON-LINE

INSTRUCTOR: Denise S. Pouget, M.A., EMT-P

dpouget@ufl.edu

540-686-0679

OFFICE HOURS: *You can email me any time. Please call if you have questions. I will be available generally 5 to 9 p.m. weekdays and on weekends anytime.*

****COURSE WEBSITE:** *<http://lss.at.ufl.edu>*

**** COURSE COMMUNICATIONS:** There is a General Discussion tab that can be used, or send me an email through the course email. *Urgent messages can be sent to my dpouget@ufl.edu.*

REQUIRED TEXT: Management of Ambulance Services (2015) National Association of EMS Managers; Brady Publishing ISBN 978-0135028292

****ADDITIONAL RESOURCES:** *Use resources on the course site under the Resource tab*

****COURSE DESCRIPTION:** This course provides an overview of the application of management principles to the provision of transport services. Includes an analysis of the economic, geographic, temporal, and clinical characteristics of ambulance demand, the

key processes for providing transport services, and an evaluation of industry best practices.

****PREREQUISITE KNOWLEDGE AND SKILLS:** *None*

PURPOSE OF COURSE: *This course provides an overview of the application of management principles to the provision of transport services.*

COURSE GOALS AND/OR OBJECTIVES: *By the end of this course, students will:*

1. Describe and analyze the economic characteristics of ambulance markets.
2. Describe the geographic and temporal characteristics of demand for transport services.
3. Evaluate the research on the clinical characteristics of EMS patients.
4. Describe the key processes for providing transport services including techniques for producing quality efficiently and effectively.
5. Evaluate the techniques for deploying and managing EMS resources to produce reliable and efficient response time performance.
6. Describe the best practices for the management of transport services.

**** HOW THIS COURSE RELATES TO THE STUDENT LEARNING OUTCOMES IN THE FIRE EMERGENCY SERVICES PROGRAM:** *Identify and evaluate organizational problems associated with fire and emergency services. Illustrate knowledge and legal application of safety, health and environmental regulations at state and federal levels. Properly address issues of management, code regulations and the labor market in fire and emergency services.*

****TEACHING PHILOSOPHY:** *I am looking for students to demonstrate a working knowledge of the subject. You need to be creative when you complete your assignments but maintain a professional appearance of your work. Your work needs to be complete and in such a manner that someone can pick up your document and understand what you are trying to convey. And most of all your work needs to be supported with research and cited in properly in APA format.*

****INSTRUCTIONAL METHODS:** *The course is designed for individual and group interactivity. It is important to post and respond to discussion questions in the course*

within the time frame allotted. This provides a learning environment by networking with other students in the course. The assignments are individual base to give you the opportunity to do a variety of activities, in many cases, similar to what you will be doing in role as a leader in the emergency services profession.

COURSE POLICIES:

ATTENDANCE POLICY: *The course is designed in module format. You should check the site at least once a week. You are required to complete the assignments including discussion questions within the time period designated on the module. There will be meetings set up throughout the course. Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found in the online catalog at:*

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>.

****QUIZ/EXAM POLICY:** *There is a final project for this course. There are no exams or quizzes.*

MAKE-UP POLICY: *You must contact me if you are going to be late on any assignment to receive credit.*

****ASSIGNMENT POLICY:** *All assignments have a due date. Please be sure to check the date and time it is due in each module.*

****COURSE TECHNOLOGY:** *Class meetings will require a web camera and mic/audio. If you are not able to use a web camera you will need to at least provide audio/mic, you can call in on a phone also.*

**** UF'S HONESTY POLICY**

UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.” The Honor Code (<http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor of in this class.

UF POLICIES:

UNIVERSITY POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES: Students requesting accommodation for disabilities must first register with the Dean of Students Office (<http://www.dso.ufl.edu/drc/>). The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

UNIVERSITY POLICY ON ACADEMIC MISCONDUCT: Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code at <http://www.dso.ufl.edu/students.php>.

****NETIQUETTE: COMMUNICATION COURTESY:** All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. [Describe what is expected and what will occur as a result of improper behavior] <http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf>

GETTING HELP:

For issues with technical difficulties for E-learning in Sakai, please contact the UF Help Desk at:

- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>

**** Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.**

Other resources are available at <http://www.distance.ufl.edu/getting-help> for:

- Counseling and Wellness resources

- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

Should you have any complaints with your experience in this course please visit <http://www.distance.ufl.edu/student-complaints> to submit a complaint.

TENTATIVE COURSE SCHEDULE:

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| Week 1 | Introduction – online post Read Syllabus and review course content Introduction History of EMS Assign Module One – Discussion and Assignment Assign Final Project |
| Week 2 | Levels of Ambulance Service Corporate Models for Ambulance Service Delivery Module one Discussion and Assignment due |
| Week 3 | The Ambulance Market Medical Transportation – Scheduled Assignment Module Two – Discussion and Assignment |
| Week 4 | Air Ambulance and Air Medical Transportation Module Two discussion and assignment due |
| Week 5 | Ambulance Demand Analysis, Deployment, and Scheduling Considerations Assign Module Three discussion and assignment |
| Week 6 | Human Resources Specification and Procurement of Ambulance Vehicles Module Three discussion and assignment due |
| Week 7 | Patient Care Reporting Documentation and Documentation Systems |

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| | Assign Module Four discussion and assignment |
| Week 8 | Marketing, Media and Community Relations Module Four discussion and assignment due |
| Week 9 | Ambulance Service Dispatch and Radio Communications Technology in Support of Ambulance Operations Assign Module Five discussion and assignment |
| Week 10 | The Finance and Accounting Functions Module Five discussion and assignment due |
| Week 11 | The Regulatory Environment Assign Module Six discussion and assignment |
| Week 12 | Legal and Compliance Issues for Ambulance Services Module Six discussion and assignment due |
| Week 13 | Safety Considerations for Ambulance Services Assign Module Seven discussion and assignment |
| Week 14 | Ambulance Operations in Support of Disaster Operations Module Seven discussion and assignment due |
| Week 15 | Final Project due |

GRADING POLICIES:

The grade is based on a point system. You divide the total number of earned points into the total amount of points available to determine your grade. A grading rubric for the final project is under the Resource Tab on the course.

| Assignment | Points or percentage |
|--|----------------------|
| Grading Discussion Participation – 15 points each discussion | 105 points |
| Homework Assignments – points each assignment | 105 points |
| Final Project - comprehensive and applied | 100 points |
| Total Grade | 310 points |

GRADING SCALE

A = 93.0 to 100% C = 73.0 to 76.9
 A- = 90.0 to 92.9 C- = 70.0 to 72.9
 B+ = 87.0 to 89.9 D+ = 67.0 to 69.9
 B = 83.0 to 86.9 D = 63.0 to 66.9
 B- = 80.0 to 82.9 D- = 60.0 to 62.9
 C+ = 77.0 to 79.9 F = below 60

See <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx> regarding current UF grading policies.

EVALUATION PROCESS:

Students are expected to provide feedback on the quality of instruction in this course based on 10 criteria. These evaluations are conducted online at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three Weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu>.