

FES3227: AMBULANCE OPERATIONS

SYLLABUS - FALL 2019

INSTRUCTOR

DENISE S. POUGET, M.A., EMT-P

Denise Pouget is an experienced Fire and EMS Service leader, educator, lecturer, and consultant in emergency services. Denise Pouget earned her Master's degree in Emergency Disaster Management. She holds a bachelor's degree in Fire Service Administration from American Public University. She also has earned her Chief Fire Officer designation with the Center for Public Safety Excellence in Chantilly Virginia.

Chief Pouget has been involved in the emergency services industry since 1979. She has a diverse background with experience as a paramedic, firefighter, 911 dispatcher, and educator. She has served in various ranks and is currently the Fire and EMS Chief for two Washington Metropolitan area Airports.

CONTACT

- **Office Hours:** Virtual office hours are held online, by scheduled appointment only, via [Zoom Conferences \(Links to an external site.\)](#).
- **Messaging:** Use the [Canvas Inbox \(Links to an external site.\)](#) conversation tool to message your instructor.
- **Phone:** 540-686-0679
- **Email:** dpouget@ufl.edu

Use Canvas mail and/or email ONLY for personal questions related to the course content or of a personal nature, such as grades, special circumstances, and needed accommodations. For technical issues, please see the "[Getting Help](#)" section below.

Expect a response within 48 hours. All online correspondence must have your full name in the message body and contain your course and section number in the subject line.

If you have a question not specific to you, consult the [General Help Forum](#). It is likely that others have the same questions. Feel free to answer questions posted by your peers.

GETTING HELP

If you encounter a technical issue, please contact [UF Computing Help Desk \(Links to an external site.\)](#), or utilize the one of the following self-help resources:

- [Video: Canvas Student Overview \(Links to an external site.\)](#) [7:04]
- [Which Browsers Does Canvas Support? \(Links to an external site.\)](#)
- [How Can I Use Canvas on My Mobile Device? Links to an external site.](#)
- [Canvas Student Guide Links to an external site.](#)
- [Canvas Video Guide \(Links to an external site.\)](#)
- [Media site Viewing Requirements \(Links to an external site.\)](#) - technical requirements for watching lecture videos.
- [Zoom Conferences Student Step-by-Step Guides \(Links to an external site.\)](#)

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

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.

LEARNING OBJECTIVES

Upon successful completion of this course you will be able to:

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

COURSE GOALS

HOW THIS COURSE RELATES TO THE STUDENT LEARNING OUTCOMES IN THE FIRE EMERGENCY SERVICES PROGRAM

Illustrate knowledge and legal application of safety, health, and environmental regulations at state and federal levels.

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 TEXTBOOK

Management of Ambulance Services, National Association of EMS Managers, Brady Publishing, 2015, ISBN 978-0135028292

COURSE POLICIES

ACADEMIC INTEGRITY POLICY:

- **Plagiarism:** Presenting as one's own ideas, words, or products of another. Plagiarism includes use of any sources to complete academic assignments without proper acknowledgement of the source.
- **Cheating:** is a broad term that includes the following:
 - Giving or receiving help from unauthorized persons or materials during examinations.
 - The unauthorized communication of examination questions prior to, during, or following administration of the examination.
 - Collaboration on examinations or assignments expected to be individual work.
 - Fraud and deceit, that include knowingly furnishing false or misleading information or failing to furnish appropriate information when requested, such as when applying for admission to the University.

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 [UF Academic Regulations \(Links to an external site.\)](#).

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.

GRADING POLICIES

Assignments, Discussions, and the Final Paper will be returned, graded with feedback within one week (7 days) after submission.

GRADE DISTRIBUTION

Assignment	Points Per Assignment	Total Points
Assignments (x5)	15	75
Discussions (x4)	15	60
Final Paper		100
Total		235

GRADING SCALE

- A 93% - 100%
- A- 90% - 92%
- B+ 87% - 89%
- B 83% - 86%
- B- 80% - 82%
- C+ 77% - 79%
- C 73% - 76%
- C- 70% - 72%
- D+ 67% - 69%
- D 63% - 66%
- D- 60% - 62%
- E 0 - 59%

Information about UF's current grading policies may be found at the [UF Grades and Grading Policies website \(Links to an external site.\)](#).

STUDENT FEEDBACK SURVEYS

Every semester, students will complete two surveys to give feedback to the instructor regarding the elements of this course. These surveys are anonymous and are a way for you to provide honest feedback on the course. This feedback is essential to provide the best quality instruction and give you, the learner, the best learning experience. You are asked to give your honest opinion and to share any advice you have to make the course better. You will be asked questions regarding the instructor presence, lectures, assignment quality, etc.

MID-COURSE SURVEY

The Mid-Course Survey will take place during Module 3 of the course. This survey will act as a prerequisite for the rest of the modules and will require completion before moving forward in the course. You will be graded for your participation in the quiz, not for your answers, as the survey is anonymous.

END-OF-COURSE SURVEY

The End-of-Course Survey will take place during Module 7 of the course. This survey will act as a prerequisite for the final module and will require completion before moving forward. You will be graded for your participation in the quiz, not for your answers, as the survey is anonymous.

UF POLICIES

POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES

Students with disabilities requesting accommodations should first register with the [Disability Resource Center \(Links to an external site.\)](#) (352-392-8565) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

The instructor should be notified of any special accommodations required by the student when they begin their course.

UF COUNSELING SERVICES

Resources are available on campus for students having personal problems or lacking a clear career and academic goals which interfere with their academic performance. These resources include:

- [UF Counseling & Wellness Center \(Links to an external site.\)](#), 301 Peabody Hall, 352-392-1575, personal and career counseling
- [UF Student Health Care Center \(Links to an external site.\)](#)
 - Student Mental Health, 352-392-1171, personal counseling
 - Sexual Assault Recovery Services (SARS), 352-392-1161, sexual counseling
- [U Matter We Care \(Links to an external site.\)](#)
- [UF Career Resource Center \(Links to an external site.\)](#), Reitz Union, 352-392-1601, career development assistance and counseling

UNIVERSITY POLICY ON ACADEMIC MISCONDUCT

UF students are bound by [The Honor Pledge \(Links to an external site.\)](#) which states: "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty 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 \(Links to an external site.\)](#) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

From [Regulations of the University of Florida, 4.041 Student Honor Code and Student Conduct Code: Scope and Violations \(Links to an external site.\)](#):

Plagiarism. A student shall not represent as the student's own work all or any portion of the work of another. Plagiarism includes but is not limited to:

1. Quoting oral or written materials including but not limited to those found on the internet, whether published or unpublished, without proper attribution.
2. Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student."

From [Regulations of the University of Florida, 6C1-4.047 Student Honor Code and Student Conduct Code: Sanctions \(Links to an external site.\)](#):

For a violation or violations of the Honor Code, a student may receive any of the sanctions that can be imposed for Student Conduct Code violations, including but not limited to conduct probation, suspension, and expulsion as well as any educational sanctions. In addition, students may receive the following:

1. Assignment grade penalty. The student is assigned a grade penalty on an assignment including but not limited to a zero.
2. Course grade penalty. The student is assigned a grade penalty in the entire course including but not limited to an 'E'."

COURSE EVALUATION

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals.

Guidance on how to give feedback in a professional and respectful manner is available at the [GatorEvals \(Links to an external site.\)](#) website. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via the [GatorEvals portal \(Links to an external site.\)](#). Summaries of course evaluation results are available to students on the [GatorEvals Public Data \(Links to an external site.\)](#) website.