



Southwestern
Oregon
Community
College

Emergency Medical Technician Program Self-Study Report 1999

PREPARED BY:

PAUL REYNOLDS, COORDINATOR

ROBBIE KIRCH, SECRETARY

PUBLIC SAFETY TRAINING AND EDUCATION DEPARTMENT

SITE VISIT - APRIL 14-16, 1999

A. Program Data

Name of Institution: Southwestern Oregon Community College
1988 Newmark
Coos Bay, Oregon 97420

Vision of the Board:

The College district provides comprehensive quality education programs and services that are accessible and responsible to diverse student and community populations.

Because of Southwestern, South Coast citizens will be involved in society's work, will value lifelong learning, be linked with regional, national and global information systems, and have an employable adult population supported by a thriving economic, social and cultural environment.

Mission of the Board:

On behalf of the people of Coos, Curry and western Douglas counties, the Southwestern Board of Education will govern Southwestern with a strategic perspective, while attending to its leadership role and the continual improvement of its ability to define values and visions.

Report Prepared by: Paul Reynolds, Coordinator
Robbie Kirch, Secretary
Public Safety Training and Education Department
Southwestern Oregon Community College
541-888-7432

Accreditation: Northwest Association of Schools and Colleges

Program Title: Emergency Medical Technician Certificate Program

EMT Level: EMT-Basic and EMT-Intermediate

Type of Certificate: Program completers receive a certificate

Related Programs: Southwestern Oregon Community College offers the following allied health programs:
Nursing, Basic Nursing Assistant, Pharmacy Technician

Program Affiliates:

	Main Campus	Extended Learning	Curry Campus (North)	Curry Campus (South)
Medical Director	Barbara Gabert, M.D. Emergency Room Physician Bay Area Hospital 1755 Thompson Road Coos Bay 97420 541-269-8111	John Crocker, M.D. Dunes Family Health Care 620 Ranch Road Reedsport 97467 541-271-2163	Roger Townsend, M.D. 70 Tom Smith Road Bandon 97411	Maciej Druzdzal M.D. 94180 Second Street Gold Beach 97444
Clinical Affiliate	Bay Area Hospital 1775 Thompson Road Coos Bay 97420 541-269-8111	Lower Umpqua Hospital 600 Ranch Road Reedsport Oregon 541-271-2171	Curry General 94220 4th St Gold Beach 97444	Sutter Coast 800 E Washington Crescent City CA 95531 707-464-8511
Ambulance Affiliate	Bay Cities Ambulance 3505 SE Ocean Blvd Coos Bay 97420 541-269-1155	Lower Umpqua Ambulance 600 Ranch Road Reedsport 97467 541-271-2171	Port Orford North Curry Ambulance	Cal-Ore Life Flight Willow & Spruce Brookings 97415 542-469-7911

Number of students enrolled in the program:

	EMT Basic	State Certification	EMT Intermediate	State Certification	Courses Offered Basic Intermediate		Declared Majors
1995-96	36	-?-	10	-?-	3	1	17
1996-97	47	-?-	9	-?-	3	2	21
1997-98	36	33	23	-?-	3	3	28
1998-99			12			2	27

Program articulation:

There are currently no articulation agreements with regional high schools specific to the EMT Program.

Program overview:

The Emergency Medical Technician (EMT) Program at the college is limited to courses at the EMT-Basic and EMT-Intermediate level. No paramedic level courses are offered as part of the overall program. The statewide EMT/Certificate associate degree was implemented in the Fall of 1994. Special offering courses related to specific certifications or aspects of emergency medical services may be offered through the college if there is local demand for a course.

The current Program Administrator, Paul Reynolds, has coordinated the program since July, 1997. In addition, he coordinates the college's Fire Science degree program, the Reserve Officers Training Academy, and career development for fire, criminal justice and EMS agencies in the college district.

Due to the size of the college and limitations in financial resources, personnel, and training site resources, the college will offer only the certificate level of the statewide EMT program. The college intends to limit EMT certification courses to the Basic and Intermediate levels for the time being.

Courses that are part of the EMT Certificate Program are offered at the college, however, certification courses are made available throughout the college district as demand dictates. Courses are presented in outlying areas of Coos County as well as in Curry County. The Program Administrator works in conjunction with the Director of Outreach Programs, Cheryl Scott, who handles courses in the college district that are offered at off-campus locations. The Program Administrator also works in conjunction with Peggy Georgen, Associate Dean, who coordinates courses offered in Curry County. Although courses are being offered in multiple locations, the positive working relationship among those directly involved in coordinating EMT courses is commendable.

Up to six EMT certification courses at different levels may be offered in a given year in the college service area. Currently there are four individuals employed by the college who are eligible to serve in the capacity of Course Director for EMT courses. In addition, several people throughout the region assist instructors as lab assistants. An Equipment and Staffing Aide whose duties include maintaining equipment for the EMT program and other first aid and health related courses is also part of the program although the person serving in this position is hired through another program area at the college.

B. Instructional Program

The EMT Program at Southwestern is comprised of the following courses:

Course Number	HE*257A (HE*928A)	HE*257B (HE*928B)	HE*258A (HE*931A)	HE*258B (HE*931B)
Course Title	EMT-B, Pt A	EMT-B, Pt B	EMT-I, Pt A	EMT-I, Pt B
Credit Hours	5	5	4.5	4.5
Lecture Hours/Week	4	4	3.8	3.8
Lab Hours/Week	3	3	2.2	2.2
Number of Weeks	11	11	11	11
Clinical Observation Hours	10	10	N/A	N/A
Ambulance Experience	5 runs	5 runs	N/A	N/A

Didactic Instruction

The EMT courses offered by Southwestern adhere to the prescribed curriculum of the OHD-EMS. The EMT-Basic course of study is modeled after the American Association of Orthopaedic Surgeons' "Emergency Care and Transportation of the Sick and Injured." Instructional materials used in EMT-Basic courses center on the instructional package that has been developed for the book by the publishers. In addition, this course incorporates AED/SAD training in a manner consistent with the OHD-EMS prescribed curriculum covering this topic. The EMT-Intermediate course of study is modeled after the comprehensive curriculum and course manual that was developed by Kenneth Ochsner for the Oregon EMT Rural Education Partnership. The Brady text, "EMT-Intermediate, Emergency Care" is used in conjunction with the Ochsner curriculum.

The EMT Certification Program is consistent with the statewide EMT certificate/Associate degree program. A copy of the program, listing required courses and credit hours, is presented in Appendix A. Course statements for all courses that comprise the program will be available for review by accreditation team members during the site visit to the college.

Clinical Resources:

Students are placed for clinical observations and field experiences at the program affiliates listed in table 1, page 2.

Goals and objectives have been written for each clinical rotation site, please see Appendix B. These are provided to the students and the supervisory staff at the site. In addition the instructor meets with each preceptor and reviews goals, objectives, evaluation forms, expectations and limitations regarding the rotation. The student is responsible for bringing the evaluation forms and objectives to their clinical and returning them to the instructor at the next class period.

Currently the clinical resources are adequate to support the number of students enrolled. Students have appropriate access to patients at each clinical affiliation site. Please see Appendix C for a copy of the affiliation agreement between the college and Bay Area Hospital. Other agreements will be available to accreditation team members during the site visit to the college. Agreements have put in place between the ambulance service agencies and the college that address the placement of EMT students at ambulance sites. Please see Appendix D for a copy of the agreement between the college and Bay Cities Ambulance. Other agreements will be available during the site visit to the college.

C. Staffing:

There is one coordinator and one secretary employed in the Public Safety Training and Education department. This department encompasses the Fire Science degree program, the EMT certificate program, the Reserve Officer Training Program, and career development for Fire, EMS, and Criminal Justice agencies in the school district.

Five part-time instructors are currently employed in the EMT-Program as qualified lead course directors. Additional instructors are utilized to teach non-certification core courses that are part of the EMT Certificate Program. The instructors teaching EMT-Basic and EMT-Intermediate courses either teach on the college campus or in outlying areas served by the college. All instructors are actively involved with ambulance service providers in the region. Each instructor qualified as a course director has been requested to provide documentation of their qualifications for members of the accreditation team to review at the time of the site visit to the college.

Lab assistants for EMT courses vary with each term; consequently, a list of current assistants and their qualifications cannot be provided. Based on projected enrollment in EMT courses, course directors assume the responsibility for selecting qualified individuals to serve as course lab assistants and submit recommendations to the Program Administrator or Outreach Course Coordinators. Course instructors may use guest lecturers and would be responsible for retaining any documentation pertaining to topics presented by guest lecturers and their qualifications.

Documentation of guest lecturers used by instructors is not maintained by the Program Administrator or Outreach Coordinators.

Our school district encompasses an extensive range of area. We have found it to be more effective to have a Medical Director for each site that a course is put on. The Medical Directors for each area are listed in Table 1, on Page 2.

The Medical Director's role is to provide advice to course directors and to the Program Administrator regarding the medical aspects of courses and the EMT Certificate Program. This may be accomplished through direct face-to-face meetings, through correspondence, or through meetings of the EMT Program Advisory Committee. The involvement of the Medical Directors in the EMT Certificate Program has been limited. As program documentation is developed through the Program Administrator's office, information will be made more available to the Medical Directors.

D. Financial Resources

The EMT program operates a separate and distinct budget. The 1998-1999 program budget is included in Appendix E of this report. The budget is limited to the basic needs of the EMT program. Line items relate to personnel costs and operational expenditures, including those related to expendable equipment and instructional supplies, instructional resources, and program related travel.

Other funds may be available for the EMT program. For instance, capital equipment is typically obtained, in competition with other programs at the college, using available state and federal grant monies. There is no long-term budget for equipment. Limited staff development funds are carried in a separate account at the college and may be obtained through a competitive application process.

Although student fees are charged for EMT courses at the rate of \$12.00 per credit hour these fees do not go directly into the EMT budget to be made available for purchasing expendable supplies. Instead, all fees go into the college's general fund which is allocated through the college budget process. The line item amount in the EMT budget for materials and supplies is believed to be sufficient for the purchase of needed expendable class supplies. A separate account is maintained for costs associated with State certification testing at the EMT-Basic and EMT-Intermediate level.

Regarding financial aid, a variety of financial aid programs are available through the college to students pursuing the EMT Certificate Program. A unique aspect of the EMT program is that tuition is waived for EMT volunteers affiliated with public EMS agencies.

E. Facilities

Classrooms and Storage

All college-based EMT courses are offered in room number 10 of Sumner Hall. This modern classroom is an excellent facility for EMT courses. The classroom has sufficient space to conduct lectures and practical skill sessions for the maximum 24 students enrolled in courses, has in-room storage for EMT training aids and equipment, sinks, and ready access to restroom facilities. The same building houses the college's nursing program. Through the cooperation of the nursing program staff, additional equipment and lab space can be made available to assist EMT course instructors.

The college does have a bio-hazard disposal plan. As requested in the Accreditation Manual, a copy of this plan will be made available to members of the accreditation team during the site visit to the college.

Outreach courses utilize facilities that are available at locations where courses are to be offered. These facilities may be fire stations, ambulance facilities, community buildings, or high school classrooms throughout the college service area. Outreach coordinators will meet with accreditation team members during the site visit to discuss facilities and other matters specific to course offerings in outreach locations.

Faculty Office Space

The Program Administrator maintains an office in the Fire Tower Office building. The location is across the campus from where EMT courses are conducted. The location of the office does not provide ready access to EMT equipment but it has not proven to cause serious identification of program director and program.

Designated preparation areas and conference areas for part-time instructors specifically involved in the EMT program do not exist. Lesson plans and classroom records are stored in the Fire Tower Office building. The nursing program does maintain a conference/meeting room in Sumner Hall that can be used for instructor-student conferences provided the room is not being used by the nursing program.

Documents relating to compliance of college facilities with OR-OSHA standards for safety will be available to accreditation team members for review during the site visit to the college.

F. Instructional Aids, Supplies, and Materials

Library facilities at the college are spread over two floors of Tioga Hall. The main holdings and circulation area are on the 2nd floor. Periodicals, audio and video

collections, and viewing areas are on the 3rd floor. Study areas for students are dispersed throughout the 2nd and 3rd floor areas as well as on the second floor of Empire Hall where there is a designated quiet study area for students.

The library has very limited resources for the acquisition of new books; consequently, the EMT selection is limited. Many of the holdings in the library are dated; limited resources restrict the extent to which updating of materials can be done. Although book titles and periodicals specific to the EMT program are limited, nursing titles are better maintained and often provide students with related reference material. A copy of book titles and periodicals currently available in the library will be made available to members of the accreditation team during the site visit to the college. A prioritized listing of EMT books and periodicals will be developed in the early part of the 1999-2000 academic year to assist the library to update the EMT collection.

Due to technological developments, the library has been focusing more and more on technology as a means of providing for the information needs of students and staff at the college. CD-ROM technology is available, including periodical indexing. On-line searches for information can be done on the 2nd floor and through the Computer Lab/Learning Hub on the 4th floor.

Interlibrary loan services are provided by the library. Students taking EMT courses at outreach locations do have access to library services at the college through the Coos Cooperative Library Service.

Audio/visual equipment and services to support classroom activities at the college are very good. Equipment is kept in good repair to the extent possible given limitations on existent resources. All audio/visual equipment is maintained and made available through the staff of Media Services on the ground floor of Tioga Hall. Instructors may reserve audio/visual equipment in advance of class times. Overhead projectors are kept in each classroom. The equipment inventory insures that there is no difficulty for instructors to obtain needed equipment provided procedures to request equipment are adhered to.

In addition to providing equipment to classrooms on the campus, Media Services will provide equipment for use at off-campus course locations. Due to time and distance, however, off campus EMT course instructors generally arrange for their own media equipment needs.

The college does maintain an extensive videotape library including many titles in the health occupations areas. A copy of video holdings in these areas will be made available during the site visit of the accreditation team. Video tapes are directly accessible to campus-based instructors. Off-campus instructors may request tapes for use in their courses through a courier service available through the areas educational

service districts. In addition to recently purchased videos through the EMT program, many of the video tapes purchased through the Fire Science program are available for EMT course instructors. All EMS and Fire Science videos are kept in the Fire Tower Office building.

G. Equipment

Equipment needed for EMT courses is kept in two locations: in Sumner Hall, and in Prosper Hall where CPR manikins are stored to make them available for first aid and CPR classes. An inventory of EMT equipment currently available for use with campus-based courses will be available for review by accreditation team members during the site visit to the college. The equipment inventory does not take into consideration the availability of equipment belonging to the nursing program. Equipment from the nursing program is often made available and includes training manikins, stump wrapping manikins, and other specialized equipment.

Approximately \$6,000.00 in new equipment has been purchased since the beginning of the 1998-1999 academic year. A new LifePak 300 trainer has been added to the inventory. A scoop stretcher, Resusci Jr. Manikin, backboards, IV training arm and a KED Extrication Device are some of the newly purchased equipment.

Off-campus EMT courses do not make use of campus-based equipment although items can and would be made available to instructors needing them. Most courses taught off-campus make use of equipment available through fire or ambulance agencies at the location where courses are offered. Members of the accreditation team will be able to meet with off-campus instructors as part of the agenda for the site visit and can discuss off-campus equipment availability with them at that time.

Among the part-time staff working with the EMT program is a part-time equipment and staffing aide whose duties are to maintain the EMT equipment inventory and repair equipment as needed. The person in this position reports to the Division Director of Health and Human Services although the aide works closely with the EMT Program Administrator.

The long-term goals for the acquisition of equipment for EMT courses is to obtain sufficient equipment to: a) equip State certification exam practical skill stations and be able to open additional skills stations as needed, b) enable each lab instructor in a 24 student EMT course to have the equipment necessary to conduct a lab session that focuses on the practical skill being presented in a course, and c) have sufficient equipment that items can be made available to outreach locations on demand.

H. Support Services

The Student Services component of the college provides services to help students be successful, and provides experiences to enrich students' educational experiences. Through the offices in this area, students are tested to insure appropriate placement in courses, are provided orientation sessions covering advising and registration procedures, costs, and general assistance that is available at the college.

Library

Library facilities, holdings, and accessibility have been discussed previously in this report. Please refer to section F - Instructional Aids, Supplies, and Materials.

Counseling

Advising services are available to all EMT students upon request. The college utilizes a faculty advising system, however, without full-time EMT instructional staff, EMT students are not advised by faculty in the area. The EMT Program Administrator handles the majority of EMT student advising.

The Counseling Center is located in Stensland Hall. It is arranged to include a reception counter, offices of counselors, a testing area, and a career information center. College catalogs, career materials, and a computerized career information system are available. Full-time counselors split responsibilities and specialize to some extent. For instance, individual counselors will focus on high school relations, disabled and special population students, placement testing, and new student orientation.

A time has been established on the site visit agenda for the members of the accreditation team to meet with counseling staff and discuss matters of advising, placement testing, and related concerns.

Tutoring

Tutoring services are provided through the Student Development component of the college. Initially, students are placed into courses according to their academic skill level as determined from placement test scores. Placement and admission standards for EMT courses are required for the EMT-Basic class. This requirement has resulted in some students seeking EMT classes enrolling in remedial study courses prior to being allowed to register for EMT courses.

Students needing assistance in developing their basic skills levels receive outstanding support. Courses are offered in math, reading, study skills, and student

success. General tutoring in a variety of subject areas is available through the Academic Skills Center. Programs available include a supplemental instruction program and a variety of services for special populations students. Services are provided on and off-campus.

The tutoring program at the college exists to provide all students with the help they need to complete courses successfully. The Tutoring Center exists in Randolph Hall and offers assistance through sequential and structured review, alternative explanations, immediate and corrective feedback, and encouragement and motivation. The center is staffed by students who have successfully completed the courses they are tutoring and have been recommended by course instructors. Since EMT courses are offered on and off-campus by part-time instructors, arrangements for student tutors are not consistently made. Instructors often have donated extra time to work with students needing assistance in developing academic and skill levels. The EMT program at the college has a high level of participation by volunteers; consequently, graduates of courses working in agencies provide considerable assistance to students independent of college efforts.

Job Search and Placement

The college Career/Placement Office concentrates on part-time job placement during school terms as a service to students. Due to limited resources, placement services are limited to providing career information, and posting position announcements received from employers. Most information offered EMT students is through instructors who provide information on position availability and career development as part of their classes.

I. Admission Policies and Procedures

Admission criteria have existed in the past but have not been consistently followed. A formalized application and monitoring process was implemented in the fall 1994 term. All applicants for EMT-B and EMT-I courses are required to complete a comprehensive application in addition to the regular student application for admission to the college. The EMT application addresses entrance criteria for EMT courses, incorporates documentation for required immunizations, and provides a mechanism for insuring that students have necessary insurance coverage. A copy of the EMT Course Enrollment and Prerequisite Verification form for EMT-Basic is included in Appendix F of this report.

Applications for courses are available through the Admissions Office and through the Program Administrator's office. Students will be prevented from registering for an EMT course until applications are completed and there are no deficiencies of

documentation. Students are accepted into courses on a first come, first served basis. No group of students applying for admission to courses is given preferential treatment.

Consistent with standards at community colleges that are part of the statewide EMT certificate/associate degree program, the college has implemented academic entrance standards. All applicants for EMT-Basic courses need to complete the ASSET placement tests used by the college for placement purposes. The college placement test is used for advising purposes. Students scoring below the minimum levels are referred to the Program Administrator for approval to register for EMT-B. Students scoring lower than the levels of college level reading, college level writing, and elementary algebra are advised to consider enrolling in courses that will build their skills and improve their chances of succeeding in the EMT-Basic course.

There is no written recruitment strategy/plan for the EMT program. New students are obtained as part of the general marketing of the college and through visits by counselors, financial aid staff, and admissions staff to high schools in the region. Students are also obtained through the Fire Science program and from emergency agencies in the school district. The Program Administrator responds to inquiries from potential students directly.

Most information about activities related to the EMT program, including scheduling, registration information, and program changes is provided through direct mailing of information from the Program Administrator's office. The office maintains a mailing list of all EMS agencies and EMTs, by level of certification, throughout the region served by the college in order to facilitate program communications.

J. Program Information

Program information can be obtained through the College Catalog and through the EMT Student Handbook. A copy of the College Catalog will be available to review during the site visit of the accreditation team. A complete EMT Student Handbook is included in Appendix G. Critical information about admissions criteria for EMT courses is contained on the EMT course application form which must be completed in order for student to register for EMT classes.

Program Descriptions

Outlines for all courses are maintained in the Office of Instruction and are available to students and the public to review. In addition, outlines of core EMT courses are available in the Program Administrator's office. Outlines will be available for review during the site visit of the accreditation team.

Equal Opportunity

The college does have an EEO policy and an ADA policy. These policies will be made available for review during the site visit of the accreditation team.

Student Evaluation

Detailed records of content and logistics of student evaluation by instructors in EMT courses is not maintained in the Program Administrator's office. Course instructors are responsible for the evaluation of students and use a combination of written exams and assessment of practical skills for students as part of their evaluation. Documentation of student progress is maintained by each instructor individually.

Information on students' evaluations of courses and the EMT program is discussed in Section N, Program and Course Evaluation, later in this report.

K. Advisory Committee

The EMT program at the college does have an active advisory committee that is comprised of private and public sector emergency services agencies including ambulance services, hospitals, and fire services. A listing of the members of the Advisory Committee is included in Appendix H of this report.

The Advisory Committee plans to meet from two to three times throughout the academic year and provides advice related to scheduling of courses, equipment needs, and program-related issues. The Committee members, individually and collectively, provide on-going feedback regarding strengths, weaknesses, and general perceptions of program activities. Members are often approached individually and do contact the Program Administrator directly when they have concerns.

Minutes of the last Advisory Committee are included in Appendix I of this report.

L. Safety

The college does have an up-to-date safety policy in effect which will be made available to members of the accreditation team during the site visit. The college Safety Committee is responsible for monitoring campus safety and insuring that provisions of the safety policy are adhered to on a day-to-day basis. The Committee conducts inspections of college facilities, reports deficiencies, and initiates corrective measures. Safety concerns can be reported directly to the Committee. A copy of the college safety policy will be available for members of the accreditation team to review during the site visit to the college.

Liability insurance for students is provided through emergency services agencies if students are volunteers affiliated with an agency. Students not affiliated with an agency are covered under insurance policies maintained by the college. The EMT course application requests information regarding students' agency affiliation and insurance coverage.

M. Student Records

All records of students are securely maintained in the Admissions/Registrar's Office at the college. Admission into the EMT Program and courses is accomplished through a special application (discussed previously in this report). Students without completed application materials are flagged and prevented from registering for EMT courses until they have completed the application process.

Students' grades and transcripts that document completion of courses and completion of the EMT Program are also maintained in the Admissions/Registrar's Office. This office maintains a coherent and accurate student record system and data base that is in compliance with laws regarding confidentiality of student records such as the Family Education Rights and Privacy Act, AACRAO guidelines, and other federal and state guidelines.

Attendance records of students, evidence of competencies attained by students throughout the EMT program, and evidence of satisfactory completion of all didactic, clinical, and field internships that are part of the program may be maintained by course instructors. These detailed records have not been retained on a long-term basis until the academic year of 1997-1998 and are now being kept on file in the Program Administrator's office for a five year period. Previously, satisfactory attendance and attainment of competencies by students had been regarded as implicit in the students' receiving passing grades for courses that are part of the program.

Further information on practices of the Admissions/Registrar's Office will be provided by representatives of the office who will meet with the accreditation team during the site visit.

N. Program and Course Evaluation

A college-wide self-study report evaluating all components of the college was completed in April, 1992. The college has completed the accreditation process and received accreditation through the Northwest Association of Schools and Colleges. A copy of the self-study report and accreditation report will be available for the members of the accreditation team to review during the site visit.

Review of the EMT instructional program is done on an ongoing basis through the combined efforts of the Office of Instruction and the Program Administrator. Through the Associate Dean of Professional Technical Education in the Office of Instruction, follow-up surveys of all graduates are completed each year. These surveys do not provide sufficient information about the EMT certificate program, however, since there are so few graduates of the program. The feasibility of a follow-up survey that is more directed to participants in EMT courses needs to be assessed.

On and off-campus EMT courses are evaluated through student surveys in classes. Complaints by students about the program or instructors are addressed in a manner consistent with the student grievance procedure at the college. This procedure will be available to members of the accreditation team for review during the site visit. A copy of the colleges part-time instructor evaluation policy and student evaluation forms are included in Appendix J of this report.

The Program Administrator is able to regularly assess the overall organization and administration of the EMT program as a result of continuing dialog with outreach coordinators, feedback from members of the Advisory Committee, and interaction with other program administrator in the State. In addition, the Program Administrator regularly seeks feedback from the State EMT Training Coordinator, Tim Hennigan, Oregon Health Division.