

**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM**

# **100 SERIES**

**POLICY AND PROCEDURES**

**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM**

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**100 SERIES**

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## SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM

### **TITLE: SUBMISSION OF REQUIRED PAPERWORK FOR ALL EMS COURSES**

#### **POLICY: IDPH CODE 515.500 / 515.530 / 515.540**

All EMS training programs shall be coordinated by at least one approved EMS Lead Instructor. The EMS Lead Instructor shall be responsible for the overall management of the program. Quizzes and tests given during the training program shall be prepared by the Lead Instructor and available for review upon request. The training program shall be conducted according to the most current curriculum. The Lead Instructor shall maintain class and student records for seven years, and these shall be made available to the System and IDPH upon request. *EMS Courses* in this policy shall include FRD, EMD, EMT/EMT-B, AEMT/EMT-I, and EMT-P/Paramedic.

- I. **TRAINING PROGRAM APPLICATION FORM:** Complete a TRAINING PROGRAM APPLICATION FORM and mail it to the System 90 days prior to the start of the EMT course. **The application shall include a copy of the class schedule and course syllabus, description of the clinical requirements, textbook being used and the designated passing score for the class.** The System EMSMD will review, sign and forward the form to IDPH at least 60 days prior to the start of the course, provided the Lead Instructor has submitted all required paperwork for previous courses. IDPH will then assign a site code and return it to the System, mailing a copy to the individual requesting the course as well.
  
- II. **APPLICATION FOR EMT EXAMINATION AND LICENSURE (State Exam):** The State Exam can only be applied for AFTER the student passes the course/final exam.
  - A. The *EMT Examination Application and Instructions* shall be obtained from the State of Illinois at [www.idph.state.il.us/ems](http://www.idph.state.il.us/ems). The training program instructor shall review this with every student in detail ensuring proper completing of the Application.
  - B. The *Application for EMS Examination and Licensure* shall also be accessed through the [www.idph.state.il.us/ems](http://www.idph.state.il.us/ems). From there the student may choose the State exam at [www.continentaltesting.net](http://www.continentaltesting.net) OR the National Registry exam at [www.nremt.org](http://www.nremt.org). Follow ALL instructions from these sites carefully.
  - C. The EMS Examination Roster PDF fillable version shall be completed online, then printed and sent via fax or email to the System Office. IDPH requires the SYSTEM to submit the Roster to CTS upon its receipt from the training program instructor. This roster may be mailed or dropped off if paper Applications and Checks are submitted in the event computers are not available.
  - D. If the student successfully completes the State exam, license data is automatically transferred to IDPH, and the student will be mailed a PIN letter to go online and pay for their State of Illinois license at [www.idph.state.il.us/ems](http://www.idph.state.il.us/ems).
  - E. If the student successfully completes the NR exam, they must wait for their card and pass letter in the mail before applying to the System for an Illinois license. License data is NOT automatically sent to IDPH, so NR testers should follow the instructions on the System website [www.silvercrossems.com](http://www.silvercrossems.com) LICENSURE PAGE.

**TITLE: SUBMISSION OF REQUIRED PAPERWORK FOR ALL EMS COURSES**

- F. The student must take the initial exam no later than 90 days after initially signing up for the exam. If more than 90 days pass from initial ability to test to actually taking the test, the SCEMSS Medical Director can invalidate the *permission to test letter* to the state. To go beyond this 180 day total timeline, the student must apply in writing to the EMS Medical Director for a waiver to allow the *permission to test letter* to remain valid with Continental Testing Services.
- G. The student has 90 days to finish field ride time after taking the class final. To go beyond this timeline, the student must apply in writing to the EMS Medical Director with the reason for delay in completing field ride time. This will be evaluated on a case by case basis for allowing the student to pass the 90 day mark of completion. Delaying of the student taking the state test is at times not beneficial to passing the IDPH exam.
- H. All exams timelines will follow the IDPH EMS act recommendation after the initial test is taken with 2 more attempts in the next year after the initial testing date.
- III. **ENDING ROSTER:** Within 10 days after the last class, send an ATTENDANCE/GRADE ROSTER (summary of student's attendance and grades) to the System. The System may not approve any future Training Program Applications if the above paperwork is not on file in the System office. This applies to ALL FRD, EMD, and EMT classes SCEMSS signs off on.
- IV. **EXAM RESULTS/RETESTS:** Results will be mailed to the students. NO results will be given over the telephone for any reason. If a student fails then it is the Lead Instructor's responsibility to obtain and process all retests for their students. A failure rate per class of 25% or greater on the exam shall require that the particular program be reevaluated by the System and IDPH before the start of the next class.
- STATE EXAM RETESTS: Follow the procedure as outlined with IDPH and CTS. A student may check their pass result at [www.continentaltesting.net](http://www.continentaltesting.net).
  - NATIONAL REGISTRY RETESTS: Follow the procedure as outlined with NREMT. A student may view their status at [www.nremt.org](http://www.nremt.org).
  - When a candidate elects to take the State exam or the National Registry exam, the candidate must pass that particular testing procedure. A candidate will not be allowed to take the alternate exam after failure to achieve a passing grade UNLESS an appeal is made to IDPH and IDPH approves the waiver.
- VII. **EMS TRAINING PROGRAM AGREEMENT:** The Lead Instructor of any SCEMSS course shall in accordance with the IDPH EMS Rules and Regulations and this System Policy, submit all paperwork as outlined in the EMS Act and this policy.

**EFFECTIVE DATE:** 01-03-01

**REVISED DATE:** 02-18-15

**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM****TITLE: NON-STAFF INSTRUCTOR UTILIZATION****POLICY:**

Adjunctive faculty may be used as instructors and/or coordinators in the various educational programs conducted by the Silver Cross EMS System. Non-staff personnel may be utilized for course coordination, presenting lectures, teaching skills, or evaluating/proctoring written and practical examinations. The EMS Lead Instructor will have direct responsibility for providing appropriate direction to non-staff personnel and monitoring the quality and effectiveness of the program. The EMS Medical Director and Education Coordinator must approve all instructors and course coordinators for any EMS System educational program

**Qualifications****1. Lead Instructor/Coordinator**

For any non-staff personnel to be considered for approval as a Lead Instructor/Coordinator of a Silver Cross EMS educational program, some or all of the following qualifications must be met, depending on the type of program:

- a. Current licensure as an EMT-I or I/D, EMT-P, R.N., Prehospital R.N., or Physician.
- b. Minimum of two (2) years experience as an instructor and/or previous experience as a coordinator/lead instructor of a basic or advanced curriculum initial training program, forty (40) hours in length or greater.
- c. Recognition/Certification as an Instructor/Coordinator in ACLS, PHTLS or PALS as required by the governing agency of each special program.
- d. Minimum two (2) years emergency patient care or field experience.
- e. Successful completion of the IDPH EMS Instructor program with appropriate current certification.
- f. Demonstrated competency in the performance of advanced skills.
- g. Current with continuing education requirements.
- h. A licensed member of the Silver Cross EMS System.
- i. Submission of a resume or CV for record in the EMS Department.

**2. Instructor/Evaluator**

For any non-staff personnel to be considered for approval as an instructor/evaluator for a Silver Cross EMS educational program, some or all of the following qualifications must be met, depending on the type of program:

- a. Current licensure as an EMT-I or I/D, EMT-P, R.N. or Prehospital R.N., or physician.
- b. Minimum of two (2) years experience as an instructor with basic or advanced curriculum.
- c. Recognition/Certification as an Instructor in ACLS, PHTLS or PALS as required by the governing agency of each special program.
- d. Minimum two (2) years emergency patient care or field experience.
- e. Demonstrated competency in the performance of advanced skills.

## SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM

### **TITLE: NON-STAFF INSTRUCTOR UTILIZATION**

#### **II. Responsibilities**

##### **1. Lead Instructor/Coordinator**

Non-staff personnel approved to function as a Lead Instructor or coordinator of a Silver Cross EMS educational program may be given the following responsibilities, depending on the type of program:

- a. Maintain accurate student records as required.
- b. Periodically submit a progress report and instructor and course evaluations to the EMS Education Coordinator on the course and students.
- c. Prepare course materials using EMS Office resources.
- d. Stay **within (do not exceed) the allotted** expense budget for the program.
- e. Complete the appropriate pre and post course paperwork as required.
- f. Refer all disciplinary and academic issues to the EMS Education Coordinator.
- g. Provide remedial assistance to students as necessary.
- h. Schedule and adequately prepare other course instructors and ensure that all classroom instruction meets the objectives as specified by the System.
- i. When providing classroom instruction, assume responsibilities outlined.
- j. Adhere to System policies/procedures and the facility the class is held.
- k. The Lead Instructor must be a member of the System, licensed at a level equal to or above the level of licensure of the participants in the class they are coordinating.
- l. Successful completion of all required Silver Cross Hospital in-services.

##### **2. Instructor**

Non-staff personnel approved to function as an instructor for a System educational program may be given the following responsibilities, depending on the type of program:

- a. Obtain teaching materials from the EMS Office one (1) week prior to the date of the class.
- b. Prepare additional lecture notes as necessary following the approved learning objectives, and provide a copy to the EMS Education Coordinator or Lead Instructor.
- c. Arrive at least thirty (30) minutes prior to the start of class. If staffing a practical teaching/testing station, an earlier arrival may be required for equipment set-up and/or skill standards review with faculty.
- d. Begin class session on time and mark student attendance. Conduct class professionally and according to the standard accepted format. Class should last for entire time allotted. Shortened classes must be approved by the EMS Education Coordinator or Lead Instructor.
- e. Ensure the functional condition of the classroom and put away training materials after class.
- f. Complete post-class paperwork, attend post-course meetings, and/or provide a brief report to the EMS Education Coordinator or Lead Instructor.
- g. Adhere to System policies/procedures and the facility, which the class is held.
- h. Successful completion of all required Silver Cross Hospital in-services.

## SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM

### **TITLE: NON-STAFF INSTRUCTOR UTILIZATION**

#### **III. Competency and Performance Assessment**

##### **1. Lead Instructor/Coordinator**

In addition to the assessment mechanisms outlined for Instructor, performance of the Lead Instructor/Coordinator will be assessed as follows:

- a. Overall success rate of students on applicable licensure, certification or recognition exams.
- b. Budgetary performance related to direct expenses and efficient use of time and resources.
- c. Overall course coordination based on the assessment of the EMS Education Coordinator.
- d. Maintenance of EMS Lead Instructor License.

##### **2. Instructor**

Instructor competency and performance may be assessed as follows:

- a. Student evaluations.
- b. Student performance on quizzes or exams.
- c. Direct observation of the Lead Instructor or EMS Education Coordinator.
- d. Demonstration of skills and/or knowledge base, assessed by the Lead Instructor or EMS Education Coordinator.

##### **3. Faculty/Instructor Evaluation**

Students will complete faculty/instructor evaluations for each individual who lectures or participates in a practical lab or evaluation station. These evaluations will be collected by the Education Coordinator and routed to the EMS Instructor, Medical Director, and Director for review and comment. A summary of the mid-term and final course evaluation from the paramedic program will also be routed to the Education Coordinator. The Education Coordinator will contact any instructor/faculty who receives scores or comments that indicate a sub-standard performance. A report form will be completed and routed for review. Three sub-standard evaluations will require a meeting with the Director of EMS for review and action. Faculty may review their evaluations by contacting the Education Coordinator, Director or Medical Director.

##### **4. Sub-standard Performance**

Non-staff personnel determined to be performing at a sub-standard level may be released from their responsibilities prior to the end of a course or class session. Unfavorable student evaluations of 15% or greater will require remediation with the EMS Education Coordinator, EMS Director or Medical Director. Future participation with any Silver Cross EMSS Programs will be at the discretion of the EMS Education Coordinator as approved by the EMS Medical Director.

##### **5. Attachment A - Contract Instructor Report Form**

**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM****TITLE: NON-STAFF INSTRUCTOR UTILIZATION****IV. Standard of Conduct**

- I.** The System incorporates the philosophy, goals and objectives of Silver Cross Hospital. It is our intent to foster competency, self-development and continued learning in a safe environment. Each instructor has an obligation to mentor our participants in educational programs with honesty, integrity and in an ethical manner. To that end, we uphold the following Standards of Conduct:
1. Promote quality health care and ethical behavior by:
    - Working together as a team in the educational process.
    - Promptly bringing to the attention of the lead instructor participant deficiencies, errors, or concerns.
  2. Ensure compliance with the law by:
    - Non-acceptance of gifts or financial arrangements that give the appearance of a bribe or improper form of consideration.
    - Ensure that all instructors are licensed and qualified to teach at the level of education they are participating in.
  3. Demonstrate respect, fairness and courtesy in the workplace.  
 Ensure that appropriate evaluation of participants exists regardless of race, sex, age, religion, or disability. Violence in the workplace will not be tolerated. Complaints of harassment or violence will be investigated thoroughly and promptly. Appropriate action will be taken based on the outcome of investigation. Each participant will be treated with personal worth and dignity. The Equal Employment Opportunity Commission (EOC) has declared "harassment on the basis of sex" to be a violation of Civil Rights Act of 1964. According to the EOC:  
 "Unwelcome sexual advance, request for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when ... (3) such conduct has the purpose or effect of unreasonably interfering with an individual's performance or creating an intimidating, hostile or offensive environment."  
 Harassment of any nature will not be tolerated.
  4. Understand, avoid and disclose conflicts of interest  
 Disclosure of conflict or inappropriate solicitation of gifts or kickbacks that could be interpreted as a bribe will not be tolerated.
  5. Maintain confidentiality of Information  
 Each instructor will sign a confidentiality statement prior to being utilized in Silver Cross EMSS educational programs.
  6. Ensure safety and security  
 A safe environment designed to eliminate and minimize exposure to blood-borne pathogens will be maintained. Each instructor will be knowledgeable in fire safety and disaster management. Instructors will handle and store equipment in their designated compartments and dispose of bio-medical waste in the appropriate containers. Unsafe conditions must be reported to the lead instructor. The use or sale of any unauthorized drugs, narcotics or alcohol is prohibited at the location of any Silver Cross EMS educational programs. Those involved with this type of activity will be subject to immediate discharge.

**ATTACHMENT A: Contract Instructor Report Form 100-24e****EFFECTIVE DATE:** 08-12-96**REVISED DATE:** 07-20-16





**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM**

**TITLE:**        **EMT-INTERMEDIATE AND/OR PARAMEDIC EDUCATION PROGRAM  
POST-GRADUATION STUDENT TERMINATION**

**POLICY:**        A student’s participation in the EMT-Basic, EMT-Intermediate, and/or Paramedic Education Training Program may be terminated after the official designated class graduation date for due cause.

**I.        Termination of a Student After the Official Designated Graduation Date:**

A student may find they are unable to complete the course requirements, as stated in their class specific *student Policy and Procedure Manual*, prior to the scheduled graduation date.

Silver Cross Education Program students may continue to complete course required Field Internship (Capstone) ALS team leads after the official designated class graduation date as long as they have remained in good standing as a student.

Students will have **60 days** from the date of their class specific graduation date to complete these requirements.

If a student completes the requirements, prior to this deadline, the student will be eligible to sit for the state licensing or national certification examination process.

If a student fails to complete the requirements, prior to this deadline, the student will be ineligible to sit for the state licensing or national certification examination process. This will result in the student’s termination from the program.

Student’s that are terminated will need to re-apply at the next appropriate application date for a subsequent EMT-Intermediate and/or Paramedic Education Program. These applicants will need to successfully complete the application process to attend future programs. Applicants will need to attend the entire program and meet the current program requirements. No previous course work will be valid for submission.

**EFFECTIVE DATE:**        08-01-93

**REVISED DATE:**        07-21-16

**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM**

**TITLE:      **REQUEST FOR TRANSCRIPTS (PARAMEDIC CLASS GRADUATES)****

**POLICY:**

Due to the confidentiality of student transcripts, the Silver Cross EMS System shall require the following procedure for obtaining transcripts:

- I.      Students requesting transcripts from SCEMSS Paramedic courses taught in conjunction with Joliet Junior College with graduation dates between 2002 and 2015 shall contact JJC direct for transcript/records and follow JJC's transcript request policy.
  
- II.     SCEMSS Education records are kept for a period of not less than 10 years per SCEMSS Record Retention Policy 300-31. Students requesting transcripts from SCEMSS Paramedic or EMT courses with graduation dates within the last 10 years that were NOT listed in number 1 of this policy shall follow the process below:
  1.      The individual making the request for his/her personal transcripts must complete the attached transcript request form: REQUEST FOR OFFICIAL TRANSCRIPT
  2.      No requests for transcripts will be taken over the telephone or from anyone seeking this information about an individual provider.
  3.      Transcripts are not "official" unless the approved System Seal has been affixed and are delivered in the original sealed envelope
  4.      Official Transcript Requests are \$25 each.

ATTACHMENT: REQUEST FOR OFFICIAL TRANSCRIPT FORM

**EFFECTIVE DATE:** 04-02-82

**REVISED DATE:**    07-20-16

**SCEMSS REQUEST FOR OFFICIAL TRANSCRIPT**

All requests must be printed and legible. Fax completed form to SCEMSS at 815-300-7917

Student's Full Legal Name: \_\_\_\_\_

Student's Name at time of class (if different): \_\_\_\_\_

Current Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Cell Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Social Security #: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

I attended a Silver Cross EMSS (**circle one**) Paramedic or EMT course within the last 10 years.

I graduated \_\_\_\_\_ (year)

I authorize you to release my OFFICIAL transcript to:

Name: \_\_\_\_\_

Current Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Payment Information:**

\$25 Money Order or Check # \_\_\_\_\_ made payable to Silver Cross Hospital - EMS

I authorize you to charge my credit card below \$25.00:

Visa       Mastercard       AmEx       Discover

Name as it appears on card: \_\_\_\_\_

Card Number: \_\_\_\_\_

Card Expiration: \_\_\_\_ / \_\_\_\_ (MM/YY)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_