Annual Program Review Form
Paramedic Program

PROGRAM: PARAMEDIC PROGRAM
CONTACT PERSON: MEGAN CORRY
(415) 561-1938
mcorry@ccsf.edu
DATE: March 2, 2010

1. Description of the Program and Services and their Location:
The Paramedic Program is located at the City College of San Francisco John Adams Campus in the Western Addition District of San Francisco. The student population includes certified Emergency Medical Technicians (EMT-Basic) from the local Bay Area EMS Systems and includes many students with college degrees seeking a career change. Employers are primarily seeking skilled paramedics for positions in advanced life support provider systems. The program also works with contracted providers in the Bay Area for the students to complete hospital clinical rotations (San Francisco General Hospital, Kaiser Hospitals, San Mateo General Hospital, Alameda County Medical Center, Marin General Medical Center and Contra Costa County Medical Center) and field ambulance internships (San Francisco Fire Department, Berkeley Fire Department, San Rafael Fire Department, American Medical Response Northern California).

2. Data regarding Personnel, Student Contacts, Expenditures and Productivity:
The Paramedic Program has one full-time instructor, two part-time instructors for the Spring semester and five part-time clinical nurse instructors for Summer and Fall clinical rotations. The program also has a Medical Director who is also part-time faculty. The Paramedic Program utilizes the administrative staff shared by all of the HCT Department programs.

3. Data regarding Student/Employee satisfaction: (see attached 2009 CAAHEP Annual Report)

4. Data Trends: (see attached 2009 CAAHEP Annual Report)

5. Internal/External developments affecting our program:
The Paramedic Program just completed the physical site transfer from a temporary location back to the original location in the ground level North west wing of the John Adams Main Building. This site has been upgraded to incorporate the latest classroom technology. The program is under continuous development based upon the ever changing emergency health care environment. Recently, the San Francisco EMS Agency, the local approving authority, has instituted a fee schedule for all
service providers in San Francisco EMS, including EMS Training Programs. This will be an additional cost for maintaining an approved Paramedic Training program (also affecting the EMT-Basic and Continuing Education programs). The Paramedic program is also required by the State to maintain National Accreditation (CAAHEP/CoAEMSP) and the accreditation renewal is scheduled for the end of this calendar year.

6. **Summarize progress to date on prior years planning objective:**
We moved back to our permanent location in January 2009 and over the course of the year have improved the classroom environment by furnishing with tables and chairs more suitable to student comfort and group work study. Through equipment grants we have been able to continue development within our Simulation Lab using an adult Simulation Mannequin and creating various field type settings. We obtained through donation a crib and clothing for our pediatric mannequin and simulation area. Our clinical sites continuously expand to include regional medical centers such as Alameda County Medical Center and we continue to respond to the various requirements imposed upon by the hospitals including changes to immunization requirements, use of student background checks and drug screening through urinalysis (Marin General Hospital only). The field internship and clinical hospital contracts process which had previously been streamlined through the CCSF Contracts department and the use of online agreement requests has changed and we are coordinating with the Contracts department to create a standard process for developing new contracts and amending old ones. We continue to work with our local EMS providers to maintain currency in local protocols and obtain expired medications and equipment for the students to use as practice in the SimLab. In addition to the Paramedic Program website for the general public, the Program Director has created a secure website for the Paramedic Students through the Insight system as tech-enhancement to the existing Paramedic Program courses.

7. **What are the department major planning objectives of the next fiscal year:**

- Update all course outlines (EMTP 120, 121, 122, 123, 124, 125, 126, 127, 128, 129 and 130 and EMT 104) to meet the 2009 EMS Education Standards and present to curriculum committee.
- Continue to monitor survey returns for Employer surveys, Graduate surveys, Faculty surveys and program resource surveys.
- Plan and prepare for the accreditation site visit on March 10-11, 2010 and prepare plan once the site visit report is reviewed by faculty and Advisory Committee members.
- Continue to develop the system for using work study and work experience students as part-time lab aides for use in the Simulations Lab and to maintain skills stations and equipment and to collect data from surveys.
- Use FISDAP (field internship data acquisition program) to collect clinical and field internship data and evaluate the use of the scheduler for organizing clinical shifts.
• Design methods for selecting, training and evaluating field preceptors.
• Improve structure and organization of the clinical curriculum for hospital rotations to ensure that all students have comparable clinical patient exposure.
• Discuss restructuring the organization of EMS program staff for both EMT and Paramedic programs to create a single clinical coordinator using existing staff.
• Continue to update equipment to meet local field standards.
• Monitor student selection process, graduation and placement statistics.

8. This statement verifies that faculty and staff have discussed the major planning objectives.

9. New Resources needed:

• A clinical coordinator responsible for the launch and maintenance of FISDAP in the clinical and field internship scheduling and data collection process using existing staff resources.
• Lab assistance for maintenance of equipment and supplies in new SimLab.
• Establish responsibilities for the existing HCT Department administrative assistant(s) to EMS Programs (EMT-Basic, Paramedic and EMT-Refresher).
**CITY COLLEGE OF SAN FRANCISCO STUDENT LEARNING OUTCOMES PLAN**

**PROGRAM:** PARAMEDIC  
**DEPARTMENT:** Health Care Technology  
**COURSE:** EMTP 121-PARAMEDIC THEORY-INTRODUCTION TO EMS  
**CONTACT:** Megan Corry, M.A., EMT-P, Paramedic Program Director  
**EXTENSION:** (415) 561-1938  
**COURSE GOAL STATEMENT:** EMTP 121.

<table>
<thead>
<tr>
<th>Expected Student Learning Outcome:</th>
<th>Methods of Assessment: Students completing the courses will be assessed by these assessment methods:</th>
<th>Measurement Criteria: Students completing the courses will be measured based on these measurement criteria:</th>
<th>Summary &amp; Analysis of Data: (Specific date completed)</th>
<th>Plan of Action: Use of results and modifications: (Specific start date)</th>
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<td>Students will demonstrate knowledge of the history of EMS System development and components of the modern EMS system</td>
<td>Written quiz and final modular examination with both knowledge-based and scenario-based questions.</td>
<td>75% and above score on quizzes and 75% and above on modular exam with one opportunity for retake</td>
<td>100% cumulative pass rate for this module</td>
<td>Continue to develop according to changes in National EMS Education Standards and local/state EMS policies.</td>
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<td>Students will demonstrate knowledge of the medical legal issues associated with the Paramedic.</td>
<td>Written quiz and final modular examination with both knowledge-based and scenario-based questions. Passing score on scenario based practical examination assessment using National Registry for EMT’s (NREMT) skills checklist for Medical and Trauma Patient Assessment.</td>
<td>75% and above score on quizzes and 75% and above on modular exam with one opportunity for retake 75% and above and no critical failure elements as defined on the National Registry skills forms.</td>
<td>100% cumulative pass rate for this module</td>
<td>Continue to develop according to changes in National EMS Education Standards and local/state EMS policies.</td>
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<td>Students will identify the roles and responsibilities of the Paramedic</td>
<td>Written quiz and final modular examination with both knowledge-based and scenario-based questions</td>
<td>75% and above score on quizzes and 75% and above on modular exam with one opportunity for retake</td>
<td>100% cumulative pass rate for this module</td>
<td>Continue to develop according to changes in National EMS Education Standards and local/state EMS policies.</td>
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| Students will demonstrate on volunteers or other classmates the standardized process for assessing patients in the prehospital setting | Written quiz and final modular examination with both knowledge-based and scenario-based questions  
Passing score on scenario based practical examination assessment using National Registry skills checklist for Medical and Trauma Patient Assessment. | 75% and above score on quizzes and 75% and above on modular exam with one opportunity for retake  
75% and above and no critical failure elements as defined on the National Registry skills forms | 100% cumulative pass rate for this module | Continue to develop according to changes in National EMS Education Standards and local/state EMS policies. |
| Students will identify the elements of EMS Research studies | Written quiz and final modular examination with both knowledge-based and scenario-based questions  
Completion of the EMS Research Methods worksheet following classroom presentation by current EMS researcher. | 75% and above score on quizzes and 75% on modular exam with one opportunity for retake  
New this year. No outcome statistics collected yet. | 100% cumulative pass rate for this module | Incorporate speakers each year from ongoing Bay Area EMS research studies through SFGH, SFFD, UCSF, etc. |
CITY COLLEGE OF SAN FRANCISCO STUDENT LEARNING OUTCOMES PLAN

PROGRAM: Paramedic Program
DEPARTMENT: Health Care Technology
COURSE: EMTP (Paramedic) Program Courses EMTP 120, 121, 122, 123, 124, 125, 126, 127, 128, 129 AND 130.
CONTACT: Megan Corry, M.A., EMT-P, Paramedic Program Director
EXTENSION: (415) 561-1938

COURSE GOAL STATEMENT: The Paramedic Program provides instruction and clinical experience to assist students in developing the theoretical and technical skills consistent with the goals and objectives of the 2009 EMS Education Standards, the 1999 United States Department of Transportation National Standard Curriculum for the EMT-Paramedic and the California Health and Safety Code, Division 9, Title 22, Chapter 4. The City College of San Francisco Paramedic program is accreditation by the Commission on Accreditation of Allied Health Education Programs (# 600218), on recommendation of the Committee on Accreditation for the Emergency Medical Services (EMS) Professions. Students who complete the Certificate of Completion Program at the City College of San Francisco Paramedic Program will be eligible to apply for the National Registry Examination and California State licensure as an EMT-Paramedic.

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<td>Students completing the courses should be able to:</td>
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<td>Demonstrate the ability to comprehend, apply, and evaluate information relative to the role of an entry-level Paramedic.</td>
<td>Standardized written quizzes and examinations for each major module. (EMTP 120-130) Completion of final project and completion of 3 hours of EMT instruction. Evaluation of learning transfer by clinical preceptors.</td>
<td>Achievement of 75% or greater scores on major examinations. Overall 75% on combined quizzes and tests. Attendance requirements as stated in Student Handbook. Completion of final project and teaching time. Demonstration of knowledge to clinical and field preceptors,</td>
<td>CAAHEP/CoAE MSP Annual Report 2009</td>
<td>Continue to develop didactic program with changing practices in the emergency health care field. Tech-enhance all Paramedic Program courses to allow more time for patient scenario practice and preparation for clinical setting. (begun Jan. 20, 2010)</td>
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<td>Demonstrate technical proficiency in all of the skills necessary to fulfill the role of an entry-level Paramedic.</td>
<td>Passing scores on standardized National Registry skills performed during didactic coursework. Performance assessment on clinical hospital and field rotations according to 1-3 rating scale and established criteria for competency. Benchmarks for skills met.</td>
<td>Overall 75% or greater and passing criteria (no critical failure elements) on all standardized skills. Achievement of competency on clinical hospital and field rotations according to rating scale of 1-3 and established criteria in Clinical Manual. Achievement of baseline competency as entry level paramedic on Major Evaluation after minimum 480-hour field internship.</td>
<td>CAAHEP/CoAE MSP Annual Report 2009.</td>
<td>Continue to develop clinical program with changing practices in the emergency health care field. Launch the use of FISDAP program to schedule clinical rotations and to collect benchmark skills data from hospital clinical and field internship rotations.</td>
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<td>Demonstrate personal behaviors consistent with professional and employer expectations of an entry-level Paramedic.</td>
<td>Attendance and participation during class. Performance assessment during clinical and field internship in areas of teamwork, leadership, rapport, preparation according to pre-established 1-3 ratings scale.</td>
<td>Achievement of competency on areas of Affective Domain established on California Paramedic Program Directors Daily and Major Evaluations for field internship and ratings scores of 3 (on 1-3 scale) on clinical competency in affective domain.</td>
<td>CAAHEP/CoAE MSP Annual Report 2009.</td>
<td>Continue to develop methods for evaluating affective domain in students throughout the didactic, clinical and field phases of the program.</td>
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History of the EMS Programs

The City College of San Francisco Department of Health Care Technology until 2008, has provided the only community based Emergency Medical Technician programs in the City and County of San Francisco since 1975. EMT-Basic (also known as EMT-1), EMT-1 Refresher and CPR are taught at the John Adams Campus in the Western Addition District of San Francisco. In the late 1970's and early 1980's, the Department of Health Care Technology offered the City's only EMT-Paramedic Program at the time which ended due to lack of sufficient funds.

The San Francisco Fire Department and City College of San Francisco began discussions of an affiliation to provide paramedic training to San Francisco Firefighters in an effort to increase the number of paramedics in the busy San Francisco EMS System. When the City budget crisis of the late 1990’s began, these discussions stalled; however, the City College of San Francisco remained dedicated to developing a local Paramedic Program with affiliations throughout the San Francisco Bay Area. With the guidance of the local EMS agency Medical Director, the City College of San Francisco began planning the program in early 2002 and established clinical contracts with several local hospitals and field ALS providers in 2002-2003. The curriculum was developed by the faculty of the Department of Health Care Technology and approved by the City College of San Francisco Curriculum Committee in 2002 and revised in December 2003. The curriculum is under revision to be completed by December of 2010 in compliance with the 2009 National EMS Education Standards. The Paramedic Program will be evaluated for reaccreditation at the March of 2010 site visit by the Commission on the Accreditation of Emergency Medical Services Professions (CoAEMSP), a subcommittee of the Commission on the Accreditation of Allied Health Education Programs (CAAHEP).

CCSF Paramedic Program Progress

The first class of students was accepted in January 2003 and since that time, the paramedic program has graduated 6 classes of students with over 150 graduates who have gone on to become fully licensed California paramedics currently practicing in the San Francisco Bay Area. In addition, several graduates practice in other areas of the United States, including New York, Texas, Florida and Michigan; and at least 2 graduates have practiced overseas in Afghanistan.

The clinical elements of the Paramedic Program are under ongoing revision based upon the data collected from student and faculty surveys, and skills tracking forms. This year we plan to utilize an established national data program for collecting clinical and field data and to adjust the clinical experience as needed for the students to maintain a well-rounded education. We also plan to improve the return rate of data from Employer and Graduate surveys by examining the online DataArc tool used by many California Paramedic Programs.

A Community-based Program

The CCSF Paramedic Program accepts students who currently work in the Bay Area as basic Emergency Medical Technicians for private ambulance companies, public agencies, hospitals and as volunteers for many outreach programs such as Rock Medicine, the Tom Waddell Public Health Clinic and the Haight-Ashbury Free clinic. Most students enter the Paramedic Program with a basic understanding of the emergency medical systems and exposure to the vulnerable populations in the community, particularly the elderly and the homeless.
## ATTACHMENT A

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ATTACHMENT B

Program SLO
Program Title: PARAMEDIC PROGRAM

1. Which learning outcome did you decide to examine? Students will demonstrate the ability to perform a systematic patient assessment on a patient in the emergency setting.

2. To which courses in this program does this learning outcome apply? EMT 104

3. How did the faculty who teach this course assess this outcome? We chose this SLO because of feedback on surveys from students indicating the need to practice more during the didactic and skills phase to better prepare for patient assessment in the field. We only just started to make the changes and incorporate patient assessment scenarios into each of the modules from EMT 121 through the clinical phase of EMTP 130, and particularly in EMT 104. We also placed greater emphasis on using the National Registry Skills sheets for Medical and Trauma Patient Assessment.

4. In doing this assessment, what results have you found? We are in the process of completing this assessment. The course EMT 104 will be completed in May 2010.

5. In light of these results, what are your next steps? N/A

Process Questions-Does your department feel comfortable with managing the SLO processes that you have started, or do you need help?
We feel comfortable managing our own processes since we have predetermined national standards and assistance through the CAAHEP/CoAEMSP accreditation process.