

Department Name and Number CONSTRUCTION MANAGEMENT/011503000			
Recommended SCNS Course Identification			
Prefix	<u>F</u> <u>E</u> <u>S</u>	Level	<u>3</u>
Course Number	___	Lab Code	___
Full Course Title <u>Ambulance Operations</u>			
Transcript Title (please limit to 21 characters) <u>Amb Ops</u>			
Effective Term and Year	Summer 2014	Rotating Topic	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Amount of Credit	<u>03</u>	Contact Hour: Base	<u>3</u> or Headcount ___
		S/U Only	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Repeatable Credit	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If yes, ___ total repeatable credit allowed	
Variable Credit	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If yes, ___ minimum and ___ maximum credits per semester	
Course Description (50 words or less)			
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.			
Prerequisites		Co-requisites	
Junior or Senior standing		None	
Degree Type (mark all that apply) <input checked="" type="checkbox"/> Baccalaureate <input type="checkbox"/> Graduate <input type="checkbox"/> Professional <input type="checkbox"/> Other _____			
Category of Instruction <input type="checkbox"/> Introductory <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced			

Rationale and place in curriculum

This course is one of the courses for the FESHE model curriculum. FEHSHE is a standard among EMS for higher education in EMS. It is required in order to obtain FESHE recognition and compliance.

Department Contact	Name Robert Ries	Email rries@ufl.edu
	Phone 273-1150	
College Contact	Name Margaret Carr	Email mcarr@ufl.edu
	Phone 392-4836 ext. 308	

SYLLABUS

Course: Ambulance Operations

COURSE & SECTION: FES 3XXX

CREDIT HOURS: 3

SESSION:

** ON-LINE

** THERE WILL BE TIMES SCHEDULED FOR ON-LINE MEETINGS.

INSTRUCTOR: *Dr. Jeffrey Lindsey, PhD, PM, CFO, EFO*

Office Rinker School of Construction Management

Room 303

Jeffrey.lindsey@ufl.edu

353-273-1199

Bio for Jeffrey Lindsey, Ph.D., PM, EFO, CFO

Dr. Lindsey is an experienced leader, educator, lecturer, author, and consultant in emergency services. He has authored a number of textbooks for Brady Publishing. Dr. Lindsey earned his doctorate and master's degree in Curriculum and Instruction from USF. He holds a bachelor's degree in Fire and Safety Engineering from the University of Cincinnati, and an associate in paramedic from Harrisburg Area Community College. He also has earned his Chief Fire Officer designation and completed the Executive Fire Officer program. He was the 2011 recipient of the IAFC EMS section James O. Page EMS award.

Dr. Lindsey has been involved in the emergency services industry since 1980. He has a diverse background with experience as a paramedic, firefighter, 911 dispatcher, and educator. He served in various ranks including fire chief. He is an associate member of the Pre-hospital Research Forum, representative to the Fire and Emergency Services Higher Education EMS degree committee, liaison for the IAFC EMS section to ACEP, and a number of other appointments through his career. He served on the inaugural National EMS Advisory Council and was the safety chairperson of the Council. He has served in the past as a member of the State of Florida EMS Advisory Council, vice –chair of the Florida Fire Chief's EMS section, NAEMT Governor representing Florida, board member of NAEMSE, and Chairperson of the Strategic Planning committee for the Lee County Fire Chief's Association.

OFFICE HOURS: *I am in the office (Rinker 303) Mon – Fri; hours vary depending on travel and meetings. However, I am usually available 8am – 3 pm. You can email me any time.*

****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 campus email - Jeffrey.lindsey@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:** *Junior or Senior Standing*

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 expecting students to demonstrate a working knowledge of the subject. You need to be creative when you complete your assignments, but your written work should reflect professionalism. Your work needs to be complete and written in such a manner that someone can pick up your document and understand what you are trying to convey. Most of all, your work needs to be supported with research and cited 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 enabling you to network with other students in the course. The assignments are individual-based to give you the opportunity to do a variety of activities, in many cases, similar to what you will be doing in your 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: *To receive credit, you must contact me if you are going to be late on any assignment.*

****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 unable to use a web camera you will need to at least provide audio/mic. You can call in by phone.*

**** 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. See the website for what is expected and what will occur as a result of improper behavior:

<http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf>

GETTING HELP:

For issues with technical difficulties or questions regarding 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:

Week 1	<p>Introduction – online post Read Syllabus and review course content Introduction History of EMS Assign Module One – Discussion and Assignment Assign Final Project</p>
Week 2	<p>Levels of Ambulance Service Corporate Models for Ambulance Service Delivery Module one Discussion and Assignment due</p>
Week 3	<p>The Ambulance Market Medical Transportation – Scheduled Assignment Module Two – Discussion and Assignment</p>
Week 4	<p>Air Ambulance and Air Medical Transportation Module Two discussion and assignment due</p>
Week 5	<p>Ambulance Demand Analysis, Deployment, and Scheduling Considerations Assign Module Three discussion and assignment</p>
Week 6	<p>Human Resources Specification and Procurement of Ambulance Vehicles Module Three discussion and assignment due</p>
Week 7	<p>Patient Care Reporting Documentation and Documentation Systems Assign Module Four discussion and assignment</p>
Week 8	<p>Marketing, Media and Community Relations Module Four discussion and assignment due</p>

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
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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

Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E
Numeric Grade	93-100	90-92	87-89	83-86	80-82	77-79	73-76	70-72	67-69	63-66	60-62	0-59
Quality Points	4.0	3.67	3.33	3.0	2.67	2.33	2.0	1.67	1.33	1.0	0.67	0.0

For greater detail on the meaning of letter grades and university policies related to them, see the Registrar's Grade Policy regulations at <http://www.registrar.ufl.edu/catalog/policies/regulationgrades.html>.

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>.

All UCC1 forms and each UCC2 form that proposes a change in the course description or credit hours must include this checklist in addition to a complete syllabus. Check the box if the attached syllabus includes the indicated information.

Syllabus MUST contain the following information:

- Instructor contact information (and TA if applicable)
- Course objectives and/or goals
- A weekly course schedule of topics and assignments
- Required and recommended textbooks
- Methods by which students will be evaluated and their grades determined
- A statement related to class attendance, make-up exams and other work such as: "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>."
- A statement related to accommodations for students with disabilities such as: "Students requesting classroom accommodation must first register with the Dean of Student Office. The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation."
- Information on current UF grading policies for assigning grade points. This may be achieved by including a link to the appropriate undergraduate catalog web page <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>.
- A statement informing students of the online course evaluation process such as: "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>."

It is recommended that syllabi contain the following information:

1. Critical dates for exams and other work
2. Class demeanor expected by the professor (e.g., tardiness, cell phone usage)
3. UF's honesty policy regarding cheating, plagiarism, etc. Suggested wording: 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 TAs in this class.
4. Phone number and contact site for university counseling services and mental health services: 392-1575, <http://www.counseling.ufl.edu/cwc/Default.aspx>
University Police Department: 392-1111 or 9-1-1 for emergencies.

The University's complete Syllabus Policy can be found at:
http://www.aa.ufl.edu/Data/Sites/18/media/policies/syllabi_policy.pdf