

Department Name and Number **Construction Management/011503000**

Recommended SCNS Course Identification
 Prefix F E S Level 4 Course Number X X X Lab Code _____
 Full Course Title Quality Management and Research in Emergency Services
 Transcript Title (please limit to 21 characters) Qual Mgmt Res in ES

Effective Term and Year **Summer 2014** Rotating Topic yes no

Amount of Credit 03 Contact Hour: Base 3 or Headcount S/U Only yes no

Repeatable Credit yes no If yes, total repeatable credit allowed

Variable Credit yes no If yes, minimum and maximum credits per semester

Course Description (50 words or less)
 This course introduces the EMS professional to benefits of quality improvement, the history of quality in EMS, measuring quality, and the uses of quality in EMS.

Prerequisites Junior or Senior standing	Co-requisites None
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Degree Type (mark all that apply) Baccalaureate Graduate Professional Other _____

Category of Instruction Introductory Intermediate Advanced

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

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College Contact	Name Margaret Carr Phone (352) 392-4836	Email mcarr@ufl.edu

SYLLABUS

Course: Quality Management and Research in Emergency Services

COURSE & SECTION: FES 4XXX

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: *Quality Management and Research (2015) Evans, B. Brady Publishing*

****ADDITIONAL RESOURCES:** *Use resources on the course site under the Resource tab.*

****COURSE DESCRIPTION:** *This course introduces the EMS professional to benefits of quality improvement, the history of quality in EMS, measuring quality, and the uses of quality in EMS.*

****PREREQUISITE KNOWLEDGE AND SKILLS:** *Junior and Senior standing*

PURPOSE OF COURSE: *This course provides the tools necessary for quality management of EMS programs. It gives a baseline of research for EMS. It is one of the six core courses for the FESHE model curriculum in EMS management.*

COURSE GOALS AND/OR OBJECTIVES: *By the end of this course:*

1. The student will demonstrate an understanding of quality and performance management as it pertains to EMS.
2. The student will be able to explain the various components of a quality management program:
 - a. History
 - b. Domains
 - c. Measurement
 - d. Analysis
 - e. Management of the results
3. The student will be able to discuss the benefits of quality and performance management.

**** 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. Demonstrate strong verbal and written communication skills for leadership 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, 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 submitting 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 not able to use a web camera you will need to at least provide audio/mic. You can also 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 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. [Describe what is expected and what will occur as a result of improper behavior] <http://teach.ufl.edu/docs/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	Introduction – online post Read Syllabus and review course content Why Quality Assign Module One – Discussion and Assignment Assign Final Project
Week 2	History of Quality in EMS Module one Discussion and Assignment due
Week 3	Domains of a Quality Improvement System Assignment Module Two – Discussion and Assignment
Week 4	Module Two discussion and assignment due
Week 5	Defining Quality Assign Module Three discussion and assignment
Week 6	Module Three discussion and assignment due
Week 7	Measuring Quality

	Assign Module Four discussion and assignment
Week 8	Module Four discussion and assignment due
Week 9	Databases and Data Collection Assign Module Five discussion and assignment
Week 10	Module Five discussion and assignment due
Week 11	Data and Quality Analysis Assign Module Six discussion and assignment
Week 12	Quality Improvement Program and Project Management Module Six discussion and assignment due
Week 13	Creating and Maintaining a Culture of Quality Assign Module Seven discussion and assignment
Week 14	Legal Considerations and Corrective Action 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
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

See <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx> regarding current UF grading policies.

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