

M A S S A C H U S E T T S
OFFICE OF EMERGENCY MEDICAL SERVICES
DEPARTMENT OF PUBLIC HEALTH

ADMINISTRATIVE REQUIREMENT MANUAL

EFFECTIVE DATE: September 25, 2023 **AUTHORIZATION:** Susan Lewis, Director

TITLE: Department-Accredited EMS Training Institution Roles and Responsibilities

SUPERSEDES: 6/24/2013

PURPOSE:

To further delineate the definitions, roles, responsibilities, duties, and functions of EMS training institutions accredited by the Department, pursuant to 105 CMR 170.946 through 170.950.

REQUIREMENTS:

I. Training Institutions, Advanced Life Support and Basic Life Support

A. Operational Policies

1. Each training institution shall have written criteria for:
 - (a) Admission;
 - (b) Frequent evaluation of each student during the course of study including evaluation of competency in providing patient care;
 - (c) Student requirements for:
 - (i) Attendance;
 - (ii) Educational performance, including:
 - a. Knowledge; and
 - b. Practical Skills
 - (a) Student access to program information, including:
 - (i) Fees;
 - (ii) Requirements;
 - (iii) Policies;
 - (iv) Procedures; and
 - (v) Support services;
 - (d) Selection of:
 - (i) A medical director;
 - (ii) An EMS program director/coordinator;
 - (iii) Faculty; and
 - (iv) Other necessary personnel;
 - (e) Nondiscrimination and fair practices with regard to students, faculty, and program personnel;
 - (f) Ongoing review, monitoring, and analysis for improvement of the effectiveness of student evaluation techniques;
 - (g) Serious incident reporting, in accordance with 105 CMR 170.350(B)(1);
 - (h) Adherence to professional boundaries, including the conduct of instructors, students, and Examiners; and
 - (i) Conduct of instructors and students during the EMS educational program, clinical and field internships, including the prohibition of being under the influence of alcohol or impairment by any controlled substances, in accordance with 105 CMR 170.800(F).
2. Each training institution shall maintain an organizational chart that shows the relationship between students, all faculty, medical director, program director/coordinator, and other personnel for each EMS training course.

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B. Records and Reports

1. Each training institution shall maintain accurate and appropriate records of:
 - (a) Current students, including course performance and attendance;
 - (b) Past students, including course and certification examination performance;
 - (c) Faculty and instructors, including performance and attendance;
 - (d) Course objectives, handouts, evaluation mechanisms and statistics;
 - (e) Demographics of students; and
 - (f) Written agreements with all hospitals and ambulances services providing clinical and field experience, if performed, which include the following:
 - (i) Liability policies;
 - (ii) Scope of practice for the student;
 - (iii) Evaluation criteria; and
 - (iv) The responsibility for and level of supervision of students.
2. Records shall be maintained for a minimum of seven years following course completion in a manner to prevent loss, destruction, or unauthorized use.

C. Initial EMT Course Registration and Content

1. Each accredited training institution shall teach the initial EMS training programs, in accordance with the applicable level of EMS for which it is accredited. These initial EMS training programs shall meet the U.S. Department of Transportation National Highway Transportation Safety Administration's (NHTSA) National Emergency Medical Services (EMS) Education Standards for initial training at the appropriate level of EMT, Advanced EMT and Paramedic. Each accredited training institution must prepare students to qualify to meet the requirements for National Registry of Emergency Medical Technicians (NREMT) examination and certification, the basis for application to Massachusetts for certification of EMTs at all levels.
2. Each ALS-Paramedic accredited training institution must ensure its Paramedic training program is either accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), or has been issued a Letter of Review (LoR) from CAAHEP. The students who complete an ALS-Paramedic training program that did not hold CAAHEP accreditation or LoR by July 1, 2013 will not be eligible for NREMT examination and certification at the Paramedic level.
3. Each training institution shall file with the Department, an Initial EMT Course Registration form, as provided by the Department, for each initial EMT training course the institution administers and teaches. The training institution shall track each initial EMT training course using a unique registration number provided by the Department.
4. Each training institution shall provide:
 - (a) Instruction that imparts fundamental knowledge and skills, as required by the Department's standards, based on:
 - (i) Current NHTSA National EMS Education Standards, as applicable to the EMS level of the training;
 - (ii) Massachusetts General Law, c.111C;

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- (ii) 105 CMR 170.000; and
 - (iii) Massachusetts Statewide Treatment Protocols.
 - (b) At the ALS level, supervised clinical experience which includes practice of skills within clinical education facilities; and
 - (c) Supervised field internship that includes practice of skills while functioning in a pre-hospital environment at the appropriate level of service. (Note: Field internships are optional at the BLS level, but where they occur, they must meet this requirement, as well as the requirement for written agreements under section I. B 1(f).
3. Each training institution shall prepare the student for entry-level practice at the appropriate level of service.

D. Key Clinical, Academic and Administrative Personnel: There shall be written agreements and position descriptions stating the roles and responsibilities of the individuals who have the following responsibilities in the training institution:

1. Medical Director

- (a) Each training institution shall have a medical director who:
 - (i) Is a physician licensed to practice medicine in Massachusetts;
 - (ii) Has current knowledge and experience in emergency medical care of acutely ill and injured patients;
 - (iii) Has current knowledge and experience of the Massachusetts EMS System; and
 - (iv) Has current knowledge and experience of the Massachusetts Statewide Treatment Protocols.
- (b) The medical director shall:
 - (i) Be responsible for oversight of the medical educational content of the program curriculum, and ensure that curriculum content conforms to the Statewide Treatment Protocols;
 - (ii) Have an active role with ongoing participation in the evaluation of the education program, including but not limited to competency evaluation instruments, , and continuous quality improvement initiatives; and
 - (iii) Have the opportunity for input in recruitment and selection of faculty, and the acceptance of students.

2. Program Director/Coordinator: ALS and BLS

- (a) Each training institution shall have a program director/coordinator who has:
 - (i) At least 2 years' experience instructing and evaluating students;
 - (ii) Experience with the development and administration of an education program; and
 - (iii) Current knowledge of the Massachusetts Statewide Treatment Protocols.
- (b) The program director/coordinator shall:
 - (i) Have overall responsibility for the success of the EMT education program including continuous quality review and improvement of the EMT education program;

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- (ii) At the ALS level, assist the medical director with the recruitment and selection of faculty;
- (iii) Serve as the education program's student/faculty liaison; and
- (iv) Identify sites where, as applicable, students can fulfill clinical and field internship requirements for Paramedic and Advanced EMT-level courses. Clinical and field internships are optional at the BLS level.

3. Faculty: ALS-Paramedic

- (a) Each ALS-Paramedic -level training institution shall have faculty and guest lecturers with the education, experience, and certification level necessary to teach in the program.
- (b) All faculty members shall have:
 - (i) Experience instructing and evaluating students;
 - (ii) Current working knowledge and experience with the Massachusetts Statewide Treatment Protocols;
 - (iii) Current working knowledge of the Massachusetts EMS system;
 - (iv) Endorsement of the program's medical director, and program director/coordinator to teach designated lessons;
 - (v) An annual written evaluation by the program medical director and/or program coordinator; and
 - (vi) A Massachusetts EMT certification at or above the level of above level of course instruction

4. Instructors: ALS-Advanced EMT

- (a) Each ALS-Advanced-EMT level training course shall be taught by an Advanced-level Instructor/Coordinator (I/C) who shall be responsible for and present for all course activities. The training institution shall have faculty and guest lecturers with the education, experience, and certification level necessary to teach in the program.
- (b) All Advanced-level I/Cs shall be currently approved by the Department and hold certification and approval at or above the level of course instruction, pursuant to 105 CMR 170.977, and meet all requirements of 105 CMR 170.977 and meet all additional requirements and updates set forth by the Department.

5. Instructors: BLS

- (a) Each EMT initial training course for BLS levels shall be taught by an Instructor/Coordinator (I/C), who shall be present at all times and oversee all course activities.;
- (b) All I/Cs shall be currently approved by the Department, pursuant to 105 CMR 170.977, and meet all requirements of 105 CMR 170.977 and meet all additional requirements and updates set forth by the Department.

6. Instructor Aides: ALS and BLS

- (a) Each ALS and BLS training institution may have instructor aides in their EMT training courses.
- (b) The instructor aide shall, at a minimum have the following qualifications:

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- (i) Current Massachusetts EMT-Paramedic, Advanced EMT (if Advanced EMT training program), certification for ALS training and EMT-Basic certification for BLS training; and
- (ii) One year of active experience with an ambulance service, providing direct patient care within the last three years at the Paramedic, Advanced EMT, or EMT-Basic level of training (as applicable)

Note: This requirement may be waived if instructor aide has completed a structured and documented training course in specialty area (at least 6 hours). The training shall cover basic principles of learning and how to teach practical skills, as well as the administrative aspects of the training program. The program sponsor will be responsible for maintaining records of such training.

7. Clinical Preceptor: ALS

(a) Each ALS training institution shall have clinical preceptors who shall supervise and evaluate each student's performance in approved clinical education facilities.

(b) Clinical preceptors shall have:

- (i) Current Massachusetts Paramedic, or current Advanced EMT or higher EMT certification if Advanced EMT training program, or registered nurse license; nurse practitioner license; physician assistant license, or physician license;
- (ii) Working knowledge of ALS curricula;
- (iii) Working knowledge of the Massachusetts Statewide Treatment Protocols;
- (iv) Expertise to supervise required clinical skills; and
- (v) Successfully completed a clinical preceptor orientation program developed by the ALS training institution, to include purposes of the student rotation, evaluation tools used by the program, criteria for evaluation of students, contact information for the program, and coaching/mentorship techniques. The Program Director is responsible for ensuring documentation of this program is available for review.

(c) A preceptor shall only oversee one student at a time.

8. Field Preceptor

(a) Each ALS training institution shall have a field preceptor who shall supervise and evaluate each student's performance in an approved EMS operational program setting or equivalent as approved by the Department.

(b) A Preceptor shall only observe one student at a time.

(c) A field preceptor shall have:

- (i) Current Massachusetts Paramedic certification, or current Advanced EMT or higher certification (if Advanced EMT training program);
- (ii) Working knowledge of the applicable ALS curricula;
- (iii) Working knowledge of the Massachusetts Statewide Treatment Protocols;
- (iv) Expertise to supervise required skills;
- (v) Certification to perform the skills supervised for at least two years;

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- (vi) Successfully completed a field preceptor orientation program, developed by the training institution, to include purposes of the student rotation, evaluation tools used by the program, criteria for evaluation of students, contact information for the program, and coaching/ mentorship techniques; and
- (vii) Been approved by an EMS operational program.

E. Physical Resources

1. **Instructional Facilities:** Each ALS and BLS training institution shall have adequate space at instructional facilities to accommodate the program.
2. **Clinical Facilities:** ALS
 - (a) Each ALS training institution shall have access to clinical facilities that provide necessary clinical experience with appropriate medical oversight and supervision.
 - (b) The clinical facilities shall provide adequate educational experiences to meet the program's clinical objectives.
 - (c) If clinical facilities are located outside of Massachusetts, the ALS program shall comply with the laws of the state where the facilities are located.
3. **Field Internships:** ALS, and when provided by option, BLS:
 - (a) Each training institution shall provide students access to field internships with appropriate medical oversight and supervision within any component of an approved EMS operational setting, at the appropriate level of service.
 - (b) The field internships shall have a patient population representative of that encountered in the delivery of pre-hospital emergency medical care.
 - (c) The field internships shall provide adequate educational experiences to meet the program's clinical objectives.
 - (d) If field internships are located outside of Massachusetts, the training institution shall:
 - (i) Comply with the laws of the state where the field internships are located; and
 - (ii) Notify the appropriate EMS officials in the state where the field internships are located of the presence of program students in those internships.

F. Training Institution Evaluation

1. Each training institution shall have a written policy and procedure for evaluating their educational programs and continuous quality improvement.
2. The evaluation shall be conducted no less than annually and provide written evidence that the program is meeting its objectives and the changing needs of EMS care.
3. The evaluation plan shall include methods for gathering and analyzing data on the effectiveness of the:
 - (a) Program and curriculum;
 - (b) Resources;
 - (c) Responsiveness to recommendations for change;

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- (d) Faculty and instructors; and
 - (e) Students' ability to function as entry-level providers upon successful completion of the course (student and employer surveys).
4. The results of evaluations shall provide the basis for continuous quality improvement and future direction of the program.
 5. Each accredited training institution shall submit to the Department an annual evaluation report of the prior calendar year, consisting of metrics of student and recent graduates' performance, including but not limited to pass rates on certification exams; enrollment numbers, graduation rates as they pertain to number and type of courses, a brief description of changes, improvements, or outcomes brought about by the annual program evaluation, and a list of all staff and course locations. This annual report shall be received by the Department no later than March 1 each year.

G. Training Institution Accreditation Procedures

1. A training institution may apply for Department accreditation by submitting a Department-approved application form to the Department.
2. ALS training institutions with programs currently accredited by CAAHEP for EMS training, and BLS training institutions with any other current EMS accreditation that they believe may be substantially equivalent to the Department's process, may apply for Department accreditation on the basis of substantial equivalency. To do so, the training institution shall submit to the Department a letter of intent and documentation of its current accreditation. The Department will review such accreditation to determine if it can be approved as substantially equivalent. Sections of the Department's accreditation process that parallel the other substantially equivalent accreditation process may be waived if the training institution:
 - (a) Complies with all Department accreditation standards; and
 - (b) Maintains the accreditation approved by the Department as substantially equivalent.
3. Site Visit
 - (a) After a completed application is accepted by the Department, a site visit shall be scheduled at a mutually convenient time.
 - (b) The site review team shall be selected by the Department.
4. Department Action
 - (a) Approval for up to three years. If the Department determines that the applicant meets the requirements for accreditation, the Department shall grant approval as an ALS-Paramedic, ALS-Advanced, or BLS accredited training institution. At the Department's discretion, accreditation may be approved for up to three years.
 - (b) In order to maintain approval in good standing, the accredited training institution shall:
 - (i) Comply with Department accreditation standards;
 - (ii) Advise the Department in writing within 30 days of any changes in:

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1. Program personnel other than clinical and field preceptors. Notification must be accompanied by a CORI acknowledgement on a form provided by the Department, and a current resume or statement of expertise;
2. Organizational changes; or
3. Programmatic changes;
- (c) Maintain a process of continuing quality improvement; and
- (d) Conduct at least one full-length initial training course every two years.
4. Renewal: Accredited training institutions seeking a renewal of their accreditation shall submit an application and fee for renewal and any associated documentation at least 6 months before the expiration of current approval. During its review the Department may request clarifying documentation or explanations at which time the accredited training institution shall provide the Department with such information in a timely manner. The application is not considered complete until all documentation is received by the Department. Failure to submit this information in a timely manner may result in the failure to renew the accreditation or delay in issuance of course registration.

H. Student Performance Outcome Measures

1. Each accredited training institution is expected to support its students, and conduct training programs in accordance with, and including content described in Section (I)(C)(1) above, to prepare students for EMT certification at the appropriate level.
 - a. The Department uses as students' performance on the NREMT cognitive examination as an outcome measure of student performance, for the review of a program in its support of student competency with the National EMS Education Standards Accredited training institution students are expected to achieve and maintain an average cumulative pass rate within 6 attempts of the NREMT cognitive examination, within 5% of the national average for the respective time period.
 - b. Accredited training institutions that document a student pass rate below this standard on an annual evaluation report or application for reaccreditation are required to provide the Department with a Plan of Correction (POC), describing curricular, programmatic or other changes undertaken, with anticipated dates of evaluation. The POC must identify specific changes, be measurable, attainable, relevant and time-based, and must be approved by the Department.

II. Training Institution Administration of Department's EMT Practical Examination

- A. The accredited training institution will assume responsibility for the administration of the practical skills portion of the Massachusetts certification examination meeting NREMT requirements, in accordance with the Department's requirements in Administrative Requirement (AR) 2-214.
- B. Each accredited training institution, in order to schedule an EMT-Basic practical exam, shall:

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- (1) Contact the Department to schedule an exam at least one month prior to the practical examination date;
- (2) Ensure their candidates are informed they must apply to take the NREMT exam on the NREMT website;
- (3) Provide practical skills examination opportunities for candidates for other training programs and re-test candidates;
- (4) Provide sufficient Department-approved Examiners for each practical examination, per standards set in the Department's Examiner Manual, AR 2-214, to examine candidates, under the oversight of the Department-approved Chief Examiner assigned to each practical skills exam by the Department; and
- (5) To ensure availability of Chief Examiners, accredited training institutions must have confirmation of exam dates from the Department before exam may take place.
- (6) Be aware that it is the Department that schedules and coordinates exam dates with the Chief Examiners, and at no time shall it contact a Chief Examiner to schedule an exam or inquire about availability.
- (7) Ensure only eligible student are permitted to attempt the practical examination, including students who have successfully completed a program at the host institution, students with valid authorization from the Department, or students with a valid outside candidate form from a different Department-accredited training institution.
- (8) Ensure that documentation of a candidate's successful completion of a psychomotor examination provided to NREMT is based only on completion of a Massachusetts practical examination or otherwise authorized by the Department.

C. Each accredited training institution, in order to schedule a Paramedic practical exam, shall:

- (1) Contact the NREMT to schedule an exam. The NREMT will schedule an NREMT Representative (ALS Chief Examiner) for the exam;
- (2) Ensure their candidates are informed they must apply for NREMT certification and for the cognitive examination at NREMT.org.;
- (3) Provide practical skills examination opportunities for candidates from other training programs, and re-test candidates;
- (4) Provide sufficient Department-approved Examiners for each practical examination candidates, per standards set in the Department's Examiner Manual, to examine candidates under the oversight of the NREMT Representative (Chief Examiner) assigned to each practical skills exam; and
- (5) Have its medical director available, by telephone at a minimum, during the practical examination.

III. Training Institution Administration of Continuing Education Courses

A. Each ALS and BLS accredited training institution may administer and teach EMT continuing education programs, without individual program approvals, up to the level of its accreditation, subject to the requirements of this section. The program director for the accredited training institution, as listed by the

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institution in section I. 2 b of its accreditation application, shall be responsible for ensuring all of the institution's continuing education programs are administered and taught in accordance with the requirements in AR 2-212, EMT Continuing Education Standards and the following provisions:

(1) Training institutions accredited at the BLS level requesting continuing education approval for courses with content beyond the BLS scope of practice, including ALS procedures, assessments and ALS elements of the National Continued Competency Program (NCCP), must submit an application, and outline for continuing education to receive approval as a non-accredited training provider.

(2) For continuing education courses it wishes to administer and teach that are at or below the level of the training institution's accreditation, the accredited training institution shall file with its applicable Regional EMS Council office a Continuing Education Registration Form, as provided by the Department, for each EMT continuing education training course it plans to conduct. The institution must file this form at least three weeks prior to the date on which the continuing education training course will be held.

(3) The Regional EMS Council shall assign the accredited training institution that has submitted to it a Continuing Education Registration Form a unique registration number for each one of these programs, for each time it is held. The accredited training institution shall track all of its continuing education training programs using their unique registration numbers provided by the Regional EMS Council.

(4) If at any time after an accredited training institution's continuing education training program has been assigned a registration number, the institution cancels one of these programs, it shall notify its Regional EMS Council immediately so the course can be marked as inactive and reported to the Department as such.

(5) The accredited training institution shall prepare and maintain accurate documentation for its continuing education programs, which shall be available for review by the Department at any time upon request. All required documentation shall be maintained for a minimum of 7 years following course completion in a manner to prevent loss, destruction, or unauthorized use. Required documentation shall include, at a minimum, the following:

- a. Dates, times, locations and instructors for each of its continuing education and National Continued Competency Requirements (NCCR) courses;
- b. Curriculum used for each course;
- c. Resumes documenting experience and qualifications of instructors of continuing education and refresher training courses;
- d. EMT sign-in sheets and Master Attendance lists, which shall be signed by the instructor of the particular course, who by his or her signature shall attest to the accuracy of the document in its entirety; and
- e. Course exams, exam results, and evidence of successful completion for each EMT.

(5) The accredited training institution shall be responsible for directly and timely resolving all discrepancy reports filed with the institution by EMTs who claim a discrepancy in continuing education or refresher training program credits based on courses they successfully completed at the accredited training institution. The institution shall also be responsible for keeping the Department timely informed about the processing and resolution of these discrepancy reports. The institution shall acknowledge receipt of a discrepancy to the EMT,

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with copy to the Department, within five business days. The institution shall provide a complete, formal answer regarding the discrepancy to the EMT, with copy to the Department, within 15 business days of receipt of the original discrepancy report. Any further correspondence between the institution and the EMT shall be timely conducted and copied to the Department.