



## Purpose:

CONFIRE EMS is committed to developing and maintaining high-quality clinical personnel. An orientation academy comprised of XX hours includes classroom training, practical clinical training, and competency testing on clinical skills and safe driving. This rigorous training process, which involves classroom and field training, as well as written and hands-on testing, produces confident field EMTs and Paramedics familiar with the system and ready to care for the people of San Bernardino County.

## Classroom Orientation:

CONFIRE EMS's 64-hour classroom orientation includes all information needed for an EMT or paramedic to be successful with the ICEMA EMS system. CONFIRE EMS places significant attention on ensuring a thorough understanding of the clinical protocols as set and approved by the ICEMA Medical Director.

Throughout the orientation, it's important to incorporate interactive learning methods, practical skill demonstrations, and opportunities for hands-on practice to ensure that new employees are well-prepared for their roles as EMS Providers. Additionally, providing access to resources such as training manuals, reference materials, and ongoing support from experienced mentors can facilitate a smooth transition into the CONFIRE organization.

The training will focus on key areas of performance, including cardiac arrest management, STEMI recognition and referral, stroke, severe respiratory arrest, pediatric care, and severe trauma. Upon completion of the 64-hour course, an examination will be taken and completed to ensure the retention of the necessary information.



## Module 1 – Introduction to the Organization & Human Resources

- Welcome & Introductions 30 minutes
- Facility Tour 30 minutes
- History & Mission of CONFIRE EMS 15 minutes
- Organizational Structure 15 minutes
- Software Access & Overview 1.5 hours
  - Paycom
  - ImageTrend
  - Vector Solutions
  - Tablet Command
  - Telestaff
- Human Resources 4.5 hours
  - Job Descriptions
  - Employee Handbook
  - Employee Benefits
  - Priority OnDemand Telehealth
  - Code of Conduct
  - Harassment & Discrimination
  - Cultural Sensitivity & Diversity (Page 40, Section 6.6)
  - Compliance Plan
  - Social Media
  - Customer Service (page 40, Section 6.6)
- Daily Recap 15 minutes
- Daily Evaluation 15 minutes



## Module 2 – Health & Safety

- Welcome Back 15 minutes
- Risk Management 30 minutes
- Safe Handling of Patients 2 hours
  - Lifting & Moving
  - Cot Operations
  - Stair Chair Operations
  - Bariatric Patient Considerations (page 41, Section 6.6)
- Creating Safe Scenes 2 hours
- Bloodborne Pathogens 30 minutes
- Airborne Pathogens 30 minutes
  - Fit Testing
- Infection Control 30 minutes
- OSHA Globally Harmonized Systems 45 minutes
- Accident & Exposure Reporting/Tracking 30 minutes
- Daily Recap 15 minutes
- Daily Evaluation 15 minutes

## Module 3 – Daily Operations

- Introduction to the EMS System, ICEMA, & Prehospital Care 1 hour
- CONFIRE Agencies SOGs/SOPS 1.5 hours
- Effective Communication Skills 30 minutes
- Communications Systems 1 hour
  - Radios
  - MDTs
- Radio Reports to Receiving Facility 1 hour
- Equipment & Supplies Management 1 hour
- Shift Procedures 30 minutes
- **Reference No. 10050** – Opioid Withdrawal 30 minutes
- Handoff & Teamwork with Fire Agency Paramedics 30 minutes
- Daily Recap 15 minutes
- Daily Evaluation 15 minutes



## Module 4 – Ambulance Operations & Driving Skills

- Welcome Back
- CEVO 5 Ambulance 5.5 hours
  - Ambulance Operations
  - Policies & Procedures
  - Inspections
  - Snow Chains
  - Tremco
  - Accident Reporting/Tracking
- Small Group Break Outs 2 hours
  - Low Speed Maneuverability Course
  - Over Road Driving
  - Ambulance Orientation
  - Lifting & Moving, Stretcher, and Stair Chair practice
  - Snow Chain Installation
- Daily Recap 15 minutes
- Daily Evaluation 15 minutes

## Module 5 – Documentation

- Welcome Back
- Legal and Ethical Considerations in EMS 30 minutes
- Documentation Course 3 hours
  - Billing Procedures
  - **Reference No. 5020** - Minimum Documentation Requirements for Transfer of Patient Care Between EMS Providers
  - **Reference No. 5030** – Requirements for Patient Care Reports
  - **Reference No. 5040** – Requirements for Collection and Submission of EMS Data
- ImageTrend 2 hours
- Radio Call-Ins 30 minutes
- Controlled Substances Policies 15 minutes
- HIPAA Privacy & Compliance 1 hour
- **Reference No. 6030** – Reporting Incidents of Suspected Abuse 15 minutes
- Daily Recap 15 minutes
- Daily Evaluation 15 minutes



## Module 6 – San Bernadino County EMS System Orientation - ICEMA Compliance

- Zoll Caridac Monitor/Auto-Pulse 1.0 hours
- High Performance/Pit Crew CPR 1.5 hours
- Patient Assessment Techniques 1.0 hours
- **Reference No. 11020** – Procedure Standard Orders 30 minutes
- **Reference No. 11010** – Medication Standard Orders 30 minutes
- **Reference No. 14250** – Determination of Death on Scene / SIDS 15 minutes
- **Reference No. 14260** – End of Life Care Decisions 15 minutes
- CONFIRE EMS SOP Manual 1 hour
- **Reference No. 8080** – Medical Response to a Multiple Casualty Incident 30 minutes
- Airport & Correctional Center Access 30 minutes
- CONFIRE Agencies Rehab 30 minutes
- Daily Recap 15 minutes
- Daily Evaluation 15 minutes

## Module 7 – San Bernadino County EMS System Orientation Continued

- Welcome Back
- Skills Stations & Simulated Scenarios 8 hours
  - ICEMA Advanced Cardiac Life Support Guidelines
  - **Reference No. 11020** – ICEMA Advanced Scope of Practice Skills (ALS)
  - Advanced Training for EMT-B Staffing ALS Ambulance in SBC (page 40, Sec 6.6)
  - Emergency Medications & Drug Calculations
  - Ventilator Check Off
  - Transport to Hospital Expectations
  - Scene Operations
  - Transfer of Care
- Daily Recap
- Daily Evaluation



## Module 8 – Special Operations & Field Training

- Welcome Back
- Pediatric Emergencies / HandTevy 45 minutes
- **Reference No. 13060** – Drowning / SIRF Reports 15 minutes
- **Reference No. 4080** – Tactical EMS 30 minutes
- **Reference No. 13040** – Nerve Agent Antidote Kit 15 minutes
- **Reference No. 6060** – Patient Restraints 1.5 hours
- QA/QI 1 hour
- EMD & ECNS Overview 15 minutes
- Field Training Process 1 hour
- Final Skill Assessments 2 hours
- NEOP Recap / Evaluation 15 minutes
- Completion Certificates 15 minutes

### Field Training and Competency Checks:

After being introduced to the preceptor/field training officer, CONFIRE EMS recruits will complete online protocol familiarization training, shadowing and competency checks. The field training piece is only concluded when all skills have been checked for competency and patient care and driving techniques have been observed and scored. Once this is completed, the employee will enter a probationary period.

### Probationary Period:

Once orientation is completed, the employee is cleared for work on an ambulance in the ICEMA system. During this period, patient care is provided, employee documentation is reviewed, and feedback is given as necessary.

### Skill-Level Test Clearance:

After several months of practice with enhanced QA/QI. Candidates enter an ALS/BLS interface course and test for Paramedic/Basic clearance. BLS & ALS candidates and FTOs must complete a master checklist while training. This ensures that each candidate has the appropriate exposure required to complete the phase competently. Some skills not performed or experienced in the field may be completed in simulation. Each candidate is responsible for acknowledging the feedback from the FTO at the shift completion. Once skills have received the final check, the employee will become a full employee of the ICEMA system.