



**County of Santa Cruz  
Emergency Medical Services Agency**

**Continuing Education Provider  
Guide**

# CONTINUING EDUCATION PROVIDER GUIDE

## Purpose of this Guide

The purpose of this guide is to ensure the quality and availability of continuing education (CE) courses offered for Emergency Medical Technician and paramedic personnel, and to provide a mechanism for qualified persons or agencies to become approved CE Providers.

## How to Become a Continuing Education Provider

### **Who may apply**

Agencies headquartered in Santa Cruz County wishing to become a Continuing Education (CE) Provider must submit for approval, a written request to the Santa Cruz County EMS Agency.

### **How to apply**

The request for CE Provider approval must be complete and contain all information requested in the attached packet, including a resume for both the Program Director and Clinical Director, and the applicable fee.

Applications must be received at least sixty (60) days before the first scheduled course of instruction.

The EMS Agency will notify the applicant within thirty (30) days that the application was received; and shall notify the applicant within sixty (60) days of receipt of the application of its decision to approve or deny.

The EMS Agency may approve CE Providers for a period of four (4) years. The expiration date shall be no more than four (4) years from the last day of the month in which the application was approved.

All approved EMT Programs are also approved CE providers.

## Renewal of Approval

In order to renew CE Provider approval, a completed CE Provider application and packet must be received no less than sixty (60) days prior to the expiration of the current approval.

## CE Course Requirements

An approved CE Provider shall ensure that:

- The content of all CE is relevant, enhances the practice of prehospital emergency medical care, and is related to the knowledge base or technical skills required for the practice of prehospital medicine.
- Classes or activities less than one CE hour in duration are not approved, and for courses greater than one CE hour, credit is granted in no less than half hour increments.

## Instructional Objectives

Instructional Objectives are the basis for determining the content of a program. Instructional Objectives are the expectations of the instructor for program participants and measure their behavioral changes. Instructor goals are not instructional objectives. Instructional Objectives enable the instructor and participant to attain program goals.

Instructional Objectives have three components:

- Performance
- Condition
- Criteria

Performance refers to what the participant is expected to do. Condition refers to what requirements must be present to meet the objective. Criterion refers to what standard is used to measure the achievement of the objective. Two examples of complete instructional objectives are:

*At the conclusion of this session, the participant will be able to identify correct hand placement for adult CPR (performance) on a manikin (condition) according to the standards of the American Heart Association (criterion).*

*Upon completion of this unit of instruction, the participant will identify three essential components of CPR (performance) in writing (condition) with 100% accuracy (criterion).*

## Records and Documents

### Recordkeeping

Each CE Provider shall maintain for four years:

- Complete outlines for each course given, including a brief overview, instructional objectives, comprehensive topical outline, method of evaluation and a record of participant performance, if appropriate.
- Summaries of test results, course evaluations, or other methods of evaluation. The type of evaluation used may vary according to the instructor, content or program, number of participants and method of presentation.

All records shall be made available to the Santa Cruz County EMS Agency upon request. A CE Provider is subject to scheduled or unscheduled visits by the EMS Agency.

### Certificates

The CE Provider shall issue to students a tamper-resistant certificate of completion within thirty (30) calendar days of course completion. Certificates shall contain the following information.

1. Name and certification or license number of the participant.
2. Course title.
3. Date(s) of course.
4. This course has been approved for \_\_\_\_\_ hours of continuing education by an approved California EMC CE Provider and was \_\_\_\_\_instructor based \_\_\_\_\_ non-instructor based. This document must be retained for a period of four years “(organization name), California EMS CE Provider # \_\_\_\_\_.
5. Signature of the Program Director, Clinical Coordinator, or course instructor.
6. CE Provider name and address.
7. Statement that “This certificate must be retained for a period of four (4) years.”

## Reporting Requirements

Each CE Provider will be required to submit an annual summary of all CE courses offered in the previous calendar year. A minimum of 10% of the courses will be audited by the Agency. Reports shall include:

- Course rosters for required courses (annual EMS Update, etc.) shall be submitted to the EMS Agency no greater than ten days following the course offering. Rosters may be faxed, mailed, or electronically transmitted. Examples of required courses may include annual EMS Updates, changes in protocols, EMS Orientation, etc. The CE Provider shall maintain the original hardcopy roster with the course materials. Record of date, time, and place of each course given and the number of CE hours granted.
- A curriculum vitae or resume for each instructor.
- Name and certification number of all prehospital care personnel attending any approved courses and a record of any CE certificates issued.
- A listing of all courses to be offered, including date, time, location, CE credit offered, any restrictions on attendance, and the phone number to call for additional course information, is delivered to the EMS Agency no less than thirty (30) working days prior to the first day of each course.
- Failure to submit an arrival report may result in suspension or revocation of CE Provider status.

The Santa Cruz County EMS Agency shall be notified within thirty (30) days of any change in name, address, and telephone number, Program Director or Clinical Coordinator.

Any information disseminated by the CE Provider publicizing CE shall be sent to the EMS Agency, and must include the following information:

1. CE provider's policy on refunds in cases of nonattendance by the registrant or cancellation by provider.
2. A clear, concise description of the course, class or activity content, objectives and the intended target audience (e.g. paramedic, EMT or all).
3. CE provider name, as officially on file with the approving authority.
4. Specification of the number of CE hours to be granted. Copies of all advertisements disseminated to the public shall be sent to the approving authority and the local EMS agency in whose jurisdiction the course, class, or

activity is conducted prior to the beginning of the course, class or activity. However, the approving authority or the local EMS agency may request that copies of the advertisements not be sent to them.

5. When two or more CE providers co-sponsor a course, class or activity, only one approved CE provider number will be used for that course, class or activity and the CE provider, whose number is used, assumes the responsibility for meeting all applicable requirements of this Chapter.
6. An approved CE provider may sponsor an organization or individual that wishes to provide a single course, class or activity. The approved CE provider shall be responsible for ensuring the course class or activity meets all requirements and shall serve as the CE provider of record. The approved CE provider shall review the request to ensure that the course, class, or activity complies with the minimum requirements of this Chapter.

## **STAFF**

### Required Staff

Approved CE Programs must maintain the following staff:

- A Program Director who shall be qualified by education (40 hours training in teaching methodology through a training program that meet the U.S. DOT/NHTSA 2002 Guidelines for Educating EMS Instructors, such as the NAEMSE Course. POST Instructor Training Course is no longer acceptable.) The Program Director shall also have experience in methods, materials, and evaluation of instruction; and who shall be responsible for approval of course content, examinations, selection of instructors, and coordination of all aspects of the educational activities, including maintenance of any and all required documentation. Specific requirements are found in Title 22, Section 100395 (g).
- A Clinical Coordinator who is a currently licensed or certified physician, physician's assistant, registered nurse or paramedic and shall have at least two (2) years of academic, administrative or clinical experience in emergency medicine within the last five (5) years. Specific requirements are found in Reference Title 22 100395 (i).
- Instructors approved by the Program Director, who are current, knowledgeable, and skilful in the subject matter of the course or activity. Instructors shall have evidence of specialized training which may include, but is not limited to, a certificate of training or an advanced degree in a given subject area; or have a least one (1) year of experience within the last two (2) years in the specialized area in which they are teaching; or be

knowledgeable, skillful and current in the subject matter of the course or activity (Reference Title 22 100395(j)).

## Determining Continuing Education Hours

### Determining the number of hours

The CE Provider will identify hours of approved continuing education on the following basis:

One continuing education hour (CE) is awarded for every fifty (50) minutes of approved content.

Courses or activities less than one (1) CE hour in duration will not be approved.

For courses greater than one (1) hour, credit may be granted in no less than half-hour increments.

Each hour of structured clinical experience shall be accepted as one (1) CE hour.

One academic quarter unit shall equal ten (10) hours.

One academic semester unit shall equal fifteen (15) hours.

### Determining what are acceptable CE Hours

Continuing education for EMS personnel shall be in any of the topics contained in the respective national Standard Curricula for training EMS personnel, except as provided in Title 22 Section 100391.1(1)(8).

All approved CE shall contain a written and/or skills competency based evaluation related to course, class, or activity objectives. An applicant with documentation of successful completion of an approved out-of-state EMT training course within the last two years which meets California's requirements is eligible for certification.

# ATTACHMENT A: Sample Course Evaluation Form

Please take a moment to complete the following evaluation. Feel free to add any additional comments or suggestions that you feel would help to enhance the instruction of the program. If you wish to be contacted about your evaluation, please be sure to include your contact details.

Thank you for your time and effort.

Your Agency

**Instructors**

**Knowledge of Subject Matter**

Excellent	Above Average	Average	Below Average	Poor
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**Presentation**

Excellent	Above Average	Average	Below Average	Poor
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**General**

Excellent	Above Average	Average	Below Average	Poor
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**Skills**

**General**

Excellent	Above Average	Average	Below Average	Poor
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**Practical**

Excellent	Above Average	Average	Below Average	Poor
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**General**

**How well do you feel the program has prepared you?**

Excellent	Above Average	Average	Below Average	Poor
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**How helpful were the student handouts?**

Excellent      Above Average                      Average      Below Average      Poor

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**What is your overall opinion of the program?**

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**What changes or suggestions do you feel would make the program better?**

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**Comments**

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**ATTACHMENT B:  
Sample Continuing Education Record**

**County of Santa Cruz  
Emergency Medical Services Agency  
1080 Emeline Ave., Santa Cruz, CA 95060**

**Continuing Education Certificate**

*This document certifies that*

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has attended \_\_\_\_\_ **on** \_\_\_\_\_

This course has been approved for \_\_\_\_\_ hours of continuing education by the Santa Cruz County Emergency Medical Services Agency, an approved California EMS CE Provider and was ( ) instructor based ( ) non-instructor based California EMS CE Provider. This document must be retained for a period of four (4) years. California EMS CE Provider #44-XXXX

Certification/Licensure Number: \_\_\_\_\_

Program Director/Course Instructor: \_\_\_\_\_ Date: \_\_\_\_\_

ABC EMS Education Program  
1111 South Street  
Somewhere, CA 91111

**ATTACHMENT C:  
Sample Course Roster**

**County Of Santa Cruz  
Emergency Medical Services Agency  
1080 Emeline Ave.  
Santa Cruz, CA 95060**

Course Name: \_\_\_\_\_

Date of course: \_\_\_\_\_ Total hours: \_\_\_\_\_ BLS ALS BRN

Type of education: ( ) Instructor Based ( ) Non-instructor based

Instructor(s): \_\_\_\_\_

Last Name	First Name	Signature	Certification Or License #	Provider Agency

Program Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

California Prehospital Care CE Provider #44-XXXX

# ATTACHMENT D:

## Initial Approval Packet Check List

- ❑ Cover Letter requesting approval.
- ❑ Resume/CV Program Director.
- ❑ Resume /CV Clinical Coordinator.
- ❑ Resume/CV Primary Instructors.
- ❑ Copy of Course Completion certificate.
- ❑ Copy of Course Roster.
- ❑ Two sample lesson plans – didactic. Including course outline, objectives, and evaluation method.
- ❑ Two sample lesson plans – skills. Including course outline, objectives, evaluation method and performance assessment tool.
- ❑ Schedule of Courses Offered.
- ❑ Marketing materials.
- ❑ Course evaluation form.
- ❑ Submit to EMS Agency

# **ATTACHMENT E:**

## CE Provider Renewal Check List

Required no less than sixty days prior to expiration of program approval.

- Continuing Education Provider Cover Letter
- Resume/CV Program Director - Updated
- Resume /CV Clinical Coordinator – Updated
- Resume/CV Primary Instructors - Updated
- Copy of Course Completion certificate - Updated
- Copy of Course Roster - Updated
- Schedule of Courses Offered
- Marketing materials
- Course evaluation form
- Fee
- Submit to EMS Agency

# ATTACHMENT F:

## Annual Summary Report

Required at the conclusion of each calendar year.

- Annual summary report including the following:
  - Date of all courses offered
  - Course Names
  - Hours awarded per course (# and level)
  
- Update any information as necessary.

**Note:**

A minimum of 10% of courses offered by each provider will be audited based on the annual CE offerings per calendar year.

# ATTACHMENT G:

## Annual Audit

At the conclusion of each year, the EMS Agency will audit no less than 10% of the course offered by each provider. The following information will be requested for each course offering audited:

- ❑ Complete outlines for each course selected including a brief overview, instructional objectives comprehensive outline, and methods of evaluation.
- ❑ Course Completion Rosters.
- ❑ A Curriculum Vitae/Resume for each instructor.
- ❑ Record of time, place, date, and number of CE hours awarded.