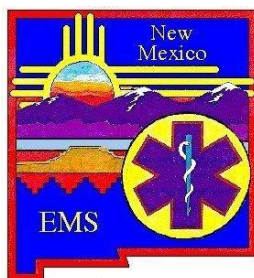


Instructions for Conducting an EMS Continuing Education/Training Program

FOR EMS CE COORDINATORS



EMS Bureau
New Mexico Department of Health

Revised August, 2016

Developing a CE Training Program

1. Once the decision has been made to develop a CE training program, there are several steps that will need to be accomplished in order to get started. The first item to be addressed will be the selection of the CE Coordinator. Services can designate a maximum of two (2) CE Coordinators; agencies/departments with a staff of over 100 individuals can designate a maximum of three (3) CE Coordinators. The CE Coordinators do not need to be instructors in order to hold this position, nor are they required to physically teach the courses. Primarily they are required to provide the organizational skills necessary to establish the service's CE program and to ensure its success. In part, they will be accountable for the required record keeping and administration of CE certificates. They will also be responsible for ensuring the quality and integrity of the CE offerings.
2. Once a CE Coordinator(s) has been designated, the service will need to submit the application: ***Intent to Conduct a CE Program***. A section of the application will specifically address who has been designated as the Coordinator and this information will then be placed into the Bureau's CE Database. (See Appendix A for the application)
3. Individuals and services can apply for approval of single as well as multiple training sessions that are spread out over a two-year period. When applying for CE approval, it will be necessary for both the requester and the EMS Bureau to categorize the CE content prior to approval being given. With this in mind, it is necessary that the program coordinator understand the level of CE being requested for approval. **It is expected that the CE content be tailored to the audience's level of licensure.**

Filling Out the Application

1. The application to conduct a CE program can be found on our website www.nmems.org on the Continuing Education and Training page. The application has been developed to allow for electronic filing on your computer and for transmission via email to the Bureau for approval.
The application may also be printed for hardcopy use in cases where e-mail is unavailable. All email requests should be sent to:

martin.moulton@state.nm.us
2. The application must be attached to every batch of CE class requests for which you apply. The application is not needed for each individual class. In other words, if you file for ten (10) classes in a batch, you only need to attach one (1) application.

3. The EMS Bureau uses the application in a variety of ways.
- First, the application identifies the *Program Sponsor*. The *Program Sponsor* is the agency or individual entity that is responsible for maintaining and storing the CE records.
 - Second, the Bureau uses the information on the application to update the program sponsor database. It is not necessary to notify the Bureau, in writing, of any changes concerning the program sponsor or CE Coordinator. This information will be gleaned from the application.
 - Third, the application asks whether or not your classes are open to outside participants. You are not obligated to open your classes to outside participants, however, if you do allow outside participants, the CE Coordinator name, contact phone and email address may be posted on the EMS website so that participants can obtain location, dates and times of your classes.
 - Finally, the application tells the Bureau what type of program, whether for conference/course approval or bi-annual service approval. A description of these two types of program approval is summarized below:

Conference/Course Approval: Conference coordinators can obtain CE approval for conferences by using the CE application (Appendix A) and providing the following program documentation: conference brochure, specified contact time frames, and CE category that the lecture will be targeted for. Please note that all conferences must be reviewed and approved by the State EMS Training Coordinator prior to the presentation of the conference. In order to allow adequate time for review and processing of the requested material, the application should be submitted at least thirty (30) working days prior to the event. The Conference coordinator will be notified in writing of the approval of the request along with an approval number.

Bi-Annual Service Approval: Annual service CE approval can be obtained for any EMD agency, EMS service, hospital, or individual entity that provides in-service training for EMS personnel. Whether you are conducting a class one time or a multiple of times, annual service CE will be approved for a period ranging from eighteen (18) to twenty-four (24) months. **Please note that all CE training programs must be reviewed and approved by the State EMS Training Coordinator prior to the beginning of training.** In order for this to occur, applications should be submitted at least thirty (30) working days prior to the presentation of the course. Once reviewed by the State EMS Training Coordinator, the designated CE coordinator will receive in writing, a letter of approval for the CE program. In addition, the CE coordinator will also receive one CE approval

number that will be applicable to all CE classes or courses applied for and conducted during the approved time period.

4. The "Continuing Education Program Schedule" section of the application was developed to assist in the listing of classes that you want approved. Simply fill in the title of the class, the total hours that particular class will take to conduct, and the category of CE credit you want to award. **It is not mandatory that you use this form.** You may list your classes in your own format but the essential information on the form must be included in your class listings. **Please note that class presentations must contain material appropriate to the highest license level of your audience in all CE categories.**

Conducting the CE Course or Conference

1. Upon completion of the CE Course or Conference, a certificate of completion must be given to each participant. CE Coordinators may design their own CE form and must include the following information:
 - Location and date of the CE class or course
 - Title of the class or course
 - Number of actual contact hours (half hour increments are acceptable)
 - CE category designation
 - Name of the participant
 - Your name with the designation of "CE Coordinator"
 - Your signature
 - EMS Approval number
 - EMS Bureau statement (See note 2)

Note 1: The signature of the CE Coordinator must be on each certificate issued. The CE Coordinator is the person who has been designated by the service to handle the CE program. This person is placed into the Bureau database as the responsible party for issuing certificates, as well as maintenance of all CE records for the department.

Note 2: Each CE certificate should include the following statement: *"Reviewed and approved by the New Mexico EMS Bureau for continuing education."* This statement verifies that the CE program has received approval from the EMS Bureau.

Note 3: EMS Agencies/Departments may issue a list of CE's attended for an individual per renewal period instead of issuing a separate certificate for

each attended class. The document has to include date of class, topic of class and name of individual teaching the class and the signature of the CE coordinator.

Record Keeping and Documentation

1. Record keeping and documentation are probably the most important aspect of any CE program. If precise records are not maintained, there is the potential for misuse that may result in licensure action. The system by which you keep your records should be one that you are comfortable using, as long as it contains certain elements. In other words, if you are comfortable using a computerized database, by all means use it. On the other hand, if computers are foreign to you and you still like keeping a handwritten record that is just as acceptable. Regardless of how you decide to keep your documentation, there are still certain things you will need to keep track of. These are outlined below:

A. Attendance Sheets: At the beginning of every CE class or course, an attendance sheet should be completed. This sheet should have a place where the attendees write and sign their name. Attendance sheets provide the CE Coordinator with a back up mechanism to verify course participation should a provider need to have a certificate re-issued. Occasionally, the Bureau receives complaints with regards to CE attendance for a particular program. The attendance sheet provides the coordinator with official documentation that the course was held, the instructor and who attended on a particular date. The only other requirement is that attendance sheets are in written or computer format, with no extra spaces between lines. Each line with a participant listed must have a space for the signature of the attendee next to the name. At the bottom of the list of names, there should be an entry that states "Last Entry".

B. Copy of Handouts: For each course that is held, a copy of the course outline, learning objectives, course handouts, and post-test (if given) should be placed into the course file. Many services also keep a copy of the post-test completed by the individual attendees. Again, this is a good mechanism for verification of attendance. These records can also be used as a resource when developing a topic schedule for the following year.

C. Time Period for Keeping Documents: All documentation should be kept in an orderly fashion for at least thirty-six (36) months. This will allow service personnel access to information throughout the licensure cycle as well as the initial period following licensure renewal. Many services have adopted an ongoing composite record of the number of CE's each individual has accumulated during their licensure cycle. At about six (6) months prior to

licensure expiration, the coordinator should give each provider a sheet with all of his or her documented CE hours. Other EMS Services leave the responsibility for the accumulation of CE hours up to each member of the department. **The bottom line is that the responsibility for meeting the requirements for licensure renewal ultimately falls on each individual EMS provider, not the CE Coordinator or service agency.**

It may be a good idea to keep the above information on a continuing basis, as it can be of assistance in doing service QA, as well as provide documentation of training if a lawsuit or service audit should occur. Just as in documenting patient care, if there isn't adequate documentation to support an event, it probably didn't occur.

CE Audit Program

1. As mentioned in previous sections, EMS Bureau does periodically perform audits of CE programs. These audits are usually provided as a way for services to evaluate their current program, identify areas in which the program excels, as well as areas that may be problematic. The service then receives direct feedback from the Bureau concerning the audit findings, at which time suggestions can be made concerning any issues that may have arisen during the audit. Also, the Bureau will conduct an audit if they receive a complaint or knowledge of falsification of CE documents. Should such an incident occur, the Bureau would notify the EMS Licensing Commission and initiate a preliminary investigation. All parties involved in the investigation would be notified and interviewed, and an audit of the service records in question would be performed. The Bureau would then forward its findings from the investigation to the EMS Licensing Commission. Should the allegations be substantiated, the Commission may recommend that the Bureau issue a *Notice of Contemplated Action* to take disciplinary action against the individual(s) and service agency involved, up to and including loss of EMS licensure or service certification.

A. **Preparing for an audit:** Prior to an audit, services will be given at least five (5) days advance notification by either mail or telephone. In preparing for an audit, the CE Coordinator should have a record for each CE course that was conducted. Each record should contain the following items for review:

- Original copy of attendance sheet.
- Copy of course outline or learning objectives, copy of handouts that were given to participants
- Original copy of post-test as well as completed post-test for each participant (if a post-test was used)
- CE approval letter and approval number from the Bureau

B. Remember, the time period for keeping these records is no less than thirty-six months (3 years). At the time of the audit, the State EMS Training Coordinator will review the records with the CE Coordinator. Should any discrepancies be found, they will be reviewed and an action plan developed to assist the CE Coordinator in correcting the discrepancy. Upon completion of the audit, the CE Coordinator will receive a follow-up letter detailing the outcomes and actions, as discussed during the audit.

New Mexico EMS Bureau
1301 Siler Road, Bldg. F
Santa Fe, NM 87507

Martin Moulton
EMS Licensing Manager/ Continuing Education & Training
505-476-8215
martin.moulton@state.nm.us

Appendix A

Fillable CE Program Application

**APPLICATION / INTENT TO CONDUCT A
CONTINUING EDUCATION PROGRAM**

This application must be received by the State EMS Training Coordinator **at least 30 days** prior to the start of the first class listed in this notification. Only classes listed and approved through the EMS Bureau will be accepted as Continuing Education and valid as part of the EMS licensure process. Failure to complete and submit this form as prescribed may result in disapproval. The EMS Bureau may monitor and evaluate approved continuing education offerings. This may include site visits, audits of teaching and training documents and lectures, and audits of sponsor records. A roster with signatures of those individuals who attended each continuing education offering must be kept on file with your permanent records for at least 36 months.

Program Sponsor:

Address:

CE Coordinator:

Email:

Contact Phone:

Type of Request: Bi-Annual CE Program Conference Course

Location of Training:

CE Coordinator Signature

Date Requested

CE Coordinator please detail the objectives for each individual class.

The approval of educational offerings is determined by a review of the course objectives, teaching plan, instructor and student materials, faculty, and the program evaluation and validation process. Through the approval process, the NM EMS Bureau strives to verify that all content conforms to national, state or local standards and guidelines or best practice of any nature.

Please provide the CE Category and whether it is Distributive or Classroom based.

Synchronous Classroom: links an educator(s) and student(s) in real-time and is interactive

Asynchronous Distributive: does not require an educator and student to interact in real-time

EMS BUREAU

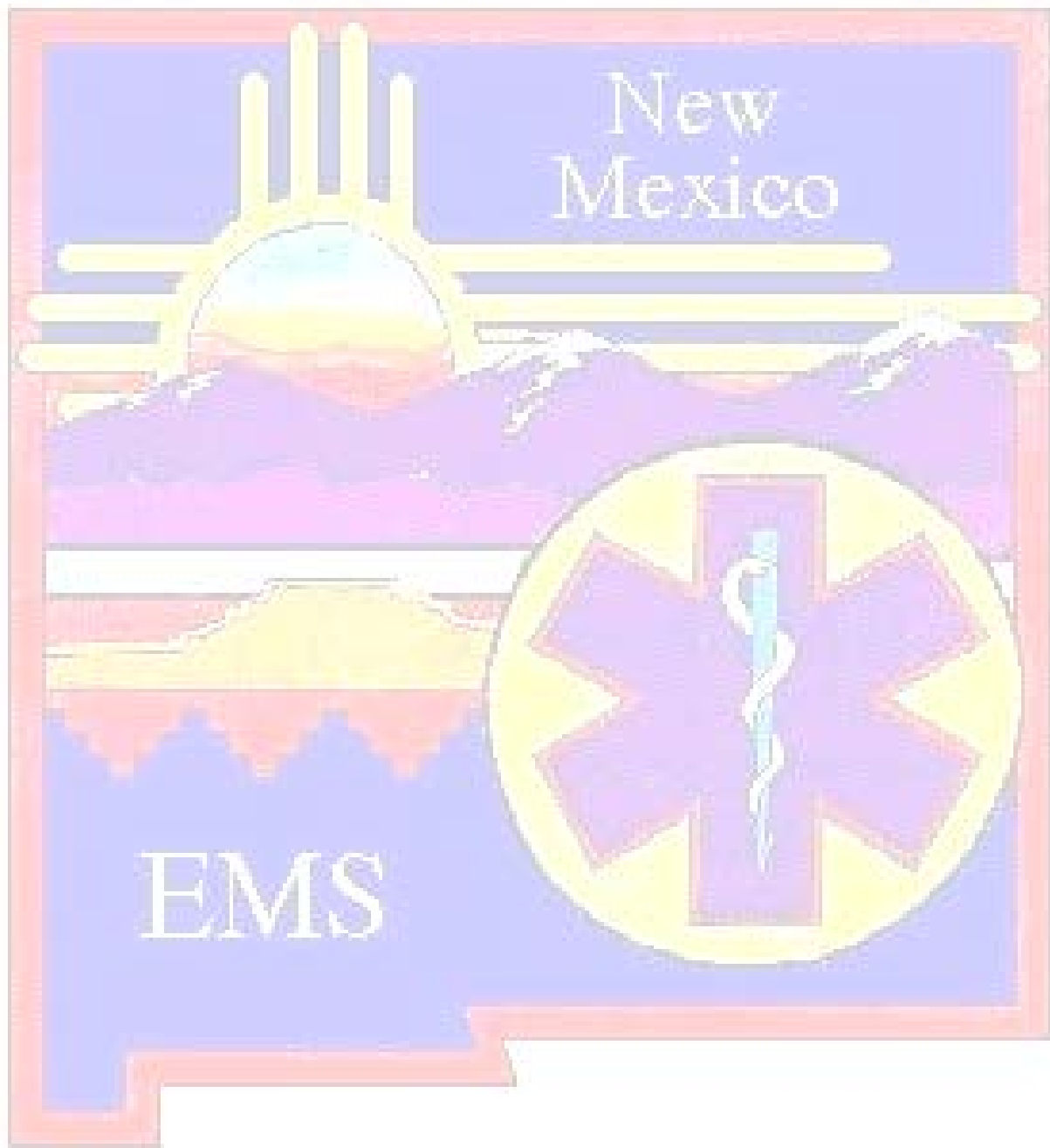
1301 Siler Road, Building F • Santa Fe, New Mexico • 87507

Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				

email completed application to
martin.moulton@state.nm.us

Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				
Course Title	Instructor	Hours	CE Category	Dist. Or Classroom
Course Objective:				

email completed application to
martin.moulton@state.nm.us



New
Mexico

EMS