



SCHOOL OF MEDICINE
EMERGENCY MEDICAL SERVICES ACADEMY

Paramedic Program Handbook



The UNM School of Medicine, EMS Academy reserves the right to make changes to any of the policies, procedures, codes, standards, requirements or services included as it deems necessary, with the changes applicable to all students taking courses from or through the EMS Academy

Welcome from the Program Leadership

On Behalf of the faculty and staff, welcome to the University of New Mexico School of Medicine EMS Academy. The EMS Academy is one of the country's premier EMS education and training centers offering a Bachelor Degree in EMS, advanced medical training in Austere and Mountain Medicine, specialty courses in various EMS disciplines, and certificate courses supporting the community, particularly the rural areas of the state. The EMS Academy faculty comprises highly qualified professionals dedicated to advancing EMS through a commitment to quality education, and exceptional patient care.

I congratulate you for choosing EMS as a profession. EMS provides you with the opportunity to serve those most in need of assistance, while having the satisfaction of being a part of one of the most dynamic and exciting fields available. Helping people with empathy, and a high level of expertise will be your calling card. Many will call you a hero not because you can catch a ball or act in a movie, rather it will be because you saved the life of a mother, father or child. You will, quite literally, be the face of hope for the hopeless, peace for the tormented, and comfort for the terrified. I challenge you in your training and beyond, to act with integrity, empathy and compassion in this vital role of the EMS professional.

The purpose of this handbook is to provide information and policies covering all EMS Paramedic Courses at the EMS Academy. You may receive syllabi for individual EMS courses/blocks separately. We look forward to working with you throughout the program.

The UNM School of Medicine, EMS Academy reserves the right to make changes to any of the policies, procedures, codes, standards, requirements or services included in this handbook as it deems necessary, with the changes applicable to all students in attendance at the EMS Academy.

Welcome from the Medical Direction Cadre

Our unique institution is part of the Department of Emergency Medicine in the UNM Health Sciences Center School of Medicine. Our faculty are local, regional and national leaders in EMS and EMS education. Collectively we are involved in all aspects of prehospital care including, but not limited to, education, medical direction, direct field care, research and system development. In every class you will benefit from this breath of expertise and experience.

You will be challenged to excel by our expert instructors and staff. In EMS we often enter our patient's lives at the worst possible times, and may ultimately be responsible for their outcome, so we must maintain the highest ethical, professional and academic standards. The reward, for those who are able to make it through, is an amazing opportunity to help our communities.

Executive Faculty & Staff

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Program Accreditation

The UNM School of Medicine EMS Academy is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP).

CAAHEP CONTACT INFORMATION

Commission on Accreditation of Allied Health Education Programs
9355 113th St. N
#7709
Seminole, FL
(727) 210-2350
www.caahep.org

COAEMSP CONTACT INFORMATION

Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions
8301 Lakeview Parkway, Suite 111-312
Rowlett, TX 75088
(214) 703-8445
www.coaemsp.org

Student Resources

Students with Disabilities

Accessibility Resources Center (Mesa Vista Hall 2021, 277-3506) provides academic support to students who have disabilities. Students with a diagnosed disability, who need accommodations for learning and/or testing, must maintain current documentation in the Accessibility Resource Center (ARC). ARC will guide students through the process of acquiring services and suggesting relevant accommodation formats, (e.g., laptop computer and printer instead of handwriting patient notes). If you are a non-credit student ARC will assist your program with any accommodations they deem appropriate. ARC evaluates the necessity for and appropriateness of accommodation requests to assist students in meeting the technical standards necessary for earning the Paramedic training and Certifications. Our technical standards can be found at <https://hsc.unm.edu/medicine/departments/emergency-medicine/programs/ems/forms-and-policies.html>

If you have been diagnosed with a disability that requires an academic adjustment, please contact Accessibility Resource Center at 277-3506.

Tuition and Fees

Credit/BS-EMS students are required to pay to the UNM Bursar's office the current published tuition rate, EMS tuition differential and fees for all courses. To get a list of the current rates students can refer to the Bursar's office website: <https://bursar.unm.edu/tuition-fees/tuition-and-fee-rates.html>. The Bursar's Office sets University of New Mexico policy for tuition refunds, financial holds, delinquent accounts and other related issues.

Service Sponsored and Certificate Paramedic Students will pay the designated training fee for the respective year, published in advance of the start of the respective admissions process per cohort. Certificate program training fees are an all inclusive model and include all fees except National Registry testing and personal/health related items (Insurance, Immunizations, 10-panel UA, Background Check).

Financial Aid

Our financial aid office can assist BS-EMS students in navigating the process for obtaining financial support for their medical education. Financial aid is not available for all students. A comprehensive Financial Aid Handbook is available in the SOM Financial Aid Office, All Financial Aid Offices are located in Room 130A of the Health Sciences Library & Informatics Center (HSLIC) (505)272-8008. Questions regarding financial aid should be directed to the SOM financial aid office. Website: <https://hsc.unm.edu/academicaffairs/financialaid/som/index.html> The EMS Academy administrative office can assist non-credit students with financial aid and access to resources for tuition support.

Student Academic Records

The EMS Academy maintains an academic record for each student in accordance with FERPA and NMAC. The record contains recorded academic work, grades and narrative evaluations submitted by faculty for academic work completed. The file is available for student review during regular working hours (Monday–Friday 0800–1700) with advance request.

Statement of Non-Discrimination & Title IX:

The University of New Mexico Department of Emergency Medicine is committed to providing equal educational opportunity and creating and maintaining an atmosphere free from all forms of discrimination and harassment.

University of New Mexico policy, Federal and State law forbid unlawful discrimination on the basis of race, color, religion, national origin, physical or mental disability, age, sex, sexual preference, gender identity, ancestry, medical condition, or spousal affiliation in the provision of educational programs.

A Note About Sexual Violence and Sexual Misconduct: As a UNM faculty member, I am required to inform the Title IX Coordinator at the Office of Equal Opportunity (oeo.unm.edu) of any report I receive of gender discrimination which includes sexual harassment, sexual misconduct, and/or sexual violence. You can read the full campus policy regarding sexual misconduct at

<https://policy.unm.edu/universypolicies/2000/2740.html> If you have experienced sexual violence or sexual misconduct, please ask a faculty or staff member for help or contact the LoboRESPECT Advocacy Center.

The University of New Mexico's Office of Equal Opportunity (OEO) is a resource if you have a question, problem, or claim of discrimination or sexual harassment.

Any EMS student who has concerns about discrimination or sexual harassment may, if he or she chooses to, talk with his/her academic advisor, instructor, the EMS Programs Director, the EMS Academy Director and/or the Chair of the Department of Emergency Medicine. Students can also report their concerns directly to OEO. Under University of New Mexico policy, OEO is the only department on campus authorized to investigate a claim of unlawful discrimination or sexual harassment. OEO is located on the main campus at 609 Buena Vista NE; the telephone number is (505) 277-5251. Students can also access information on the OEO website, including how OEO responds to claims of discrimination and sexual harassment (OEO Claims Procedures) as well as Frequently Asked Questions about discrimination/sexual harassment. OEO's website is: <https://oeo.unm.edu/>

Parking and Transportation Expenses and Liability

As a student, you will be expected to pay for parking and transportation expenses for all class related activities. Some clinical sites provide parking free of charge or at a discounted rate. The University assumes no responsibility for damage to any student's vehicle or injuries that may occur during transportation to and from class related activities.

Library Facilities

Health Sciences Center Library <https://hslic.unm.edu/>
(hours subject to change)

Monday - Thursday: 7am - 11pm Friday: 7 am - 6 pm

Saturday: 9:30 am - 6 pm Sunday: 12 noon - 11 pm

EMS Academy Committees

Promotions and Evaluation Committee (PEC)

The Promotions and Evaluation Committee (PEC) is comprised of faculty, staff, and administrators from around the UNM Health Sciences and Main Campus. Membership in this committee is by selection of the EMS Programs Director, for individuals that fill specific roles within the University. The PEC is responsible for tracking students' progress throughout the EMS Academy's offerings.

The Paramedic program student's progress may be evaluated by the PEC at the end of the first semester (phase 1), at the end of the second semester (Phase 2), and at program completion, for the purposes of recommending student promotion (advancement to the next semester, internship, and completion certification). Students' promotion evaluation may be based on successful completion of all academic and clinical requirements of the program, Faculty Assessment, and compliance with all Academy policies. Promotion to the next phase/block/semester of the program is automatic assuming satisfactory progress is met.

This committee also convenes regularly to evaluate the progress of the students enrolled in the Academy and to address any obstacles that are preventing a student from completing their program. This committee will also be convened periodically to make decisions in regards to imposing any corrective and/or adverse action in response to deficiencies in performance and professionalism.

In general, anytime an adverse action is imposed, is considered and recommended by the PEC.

Admissions Committee

The admissions committee may be comprised of faculty, staff and administrators from the Department of Emergency Medicine, or Satellite personnel as selected by the Paramedic Program Director or EMS Academy Director. The Admissions Committee evaluates applicants to the EMS Academy's Paramedic programs and decides who will be admitted into each of the cohorts. Committee members differ between cohorts and satellites but will include a minimum of 2 individuals.

Required Training

HIPAA Training

The Health Insurance Portability and Accountability Act (HIPAA) requires all health care organizations to ensure privacy and security of patient information. UNM Health Sciences Center offers a HIPAA training course through the Online Training Center. You will need to log in to Learning Central to complete the training modules. Use of Internet Explorer is highly recommended. When you have completed your training, print out a copy of the certification that you have completed the course and bring it to the Academy Administrative staff.

Website: <https://learningcentral.health.unm.edu/plateau/user/login.jsp>

- From the left-hand menu select Current Students | HIPAA Training
- Click on the link to the Online Training Center.

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- Under Course Login enter your Social Security number.
- Select My Courses to select courses and begin training.
- Select HSC HIPAA Clinical Student.
- Select HIPAA Compliance and Patient Confidentiality modules to complete required training.

Blood Borne Pathogens (OSHA Training) Requirement

All students are required to attend a Blood Borne Pathogen presentation (OSHA training) addressing universal precautions that should be observed to prevent contact with blood and other potentially infectious materials in the clinical setting. The training will be provided in your EMS course.

<https://learningcentral.health.unm.edu/plateau/user/login.jsp>. When you have completed your training, print out a copy of the certification that you have completed the course and bring it to the Academy Administrative staff.

- From the left-hand menu select Current Students | Blood Borne Pathogens Training
- Click on the link to the Online Training Center.
- Under Course Login enter your Social Security number.
- Select My Courses to select courses and begin training.
- Select HSC HIPAA Clinical Student

Required Insurance and Documentation

Health Insurance

All students are required to subscribe to a comprehensive health insurance program that covers the major expenses of health care. Students may elect a health insurance plan available to students of the University of New Mexico if that is an option, or may purchase a comparable plan with another company. Proof of insurance coverage must be provided upon acceptance into the program, any student struggling to obtain coverage should speak to the program director to discuss additional options. The Paramedic Program Director or EMS Academy Director reserves the right to request proof of medical insurance from any student, at any time during the paramedic program.

Blood / Body Fluid Exposure Needle-Stick: Insurance

Insurance coverage for body fluid and blood-borne pathogen exposure is mandatory for all School of Medicine students who are at risk, which includes all paramedic students. Coverage is provided through UNM Safety and Risk services, by a 3rd party vendor. Your coverage is included in your tuition or course cost.

Medical Care

Student Health and Counseling (SHAC)

SHAC is a comprehensive outpatient health care service for enrolled UNM credit seeking students. SHAC is located on the main campus north of Johnson Center and across the mall from (east of) the Student Union Building (SUB). Limited patient parking is available behind Student Health & Counseling. Students may obtain parking permits from the SHAC Reception Area, Counseling Services, or the Pharmacy. SHAC provides medical care, counseling and therapeutic services, and health education. SHAC is open Monday through Friday from 8 am to 5 pm. (On Tuesdays, SHAC is closed from 8 to 9 am.)

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Medical services include primary medical care by appointment and a Walk-in Clinic. Specialty consultations are also available in allergy, dermatology, internal medicine, nutrition, physical therapy, podiatry, psychiatry, and surgery. There are separate Women and Men's Health Services, plus an Allergy & Immunization Clinic which offers routine and travel immunizations. All patient information is held in strict confidence. Student Health and Counseling (SHAC) services are available to all currently enrolled UNM students. For information on health insurance and fees for services, please visit the SHAC website, listed below. For more information, call Student Health & Counseling at 277-3136. Website: <https://shac.unm.edu/index.html>

Immunizations

Consistent with the recommendations of the Centers for Disease Control, all EMS students are required to present proof of immunization or immunity to measles, mumps, rubella, polio, hepatitis B (along with Hepatitis B completion titer), and varicella. In accordance with CDC guidelines, students should also have boosters for diphtheria/tetanus (Td) or tetanus, diphtheria, pertussis (Tdap), as well as influenza. All of these immunizations and/or titers are available at the UNM Student Health & Counseling (SHAC) Immunization Clinic. A comprehensive list of requirements will be provided upon acceptance to the program. The EMS Academy Operations Specialist will track requirements, failure to complete requirements by the assigned deadline may result in dismissal from the course.

If you plan to obtain your immunizations and titers somewhere other than SHAC, please bring all of your records and labs to the SHAC Immunization Clinic. The SHAC nurses will complete your Immunization Requirements form. You are responsible for maintaining your records of immunization, and making sure current ones are on file with the EMS Academy Paramedic Program Administrator once you begin the Paramedic Program.

*SHAC services are only available to students enrolled in UNM for academic credit. Non-credit students will obtain the requirements through a provider of their choice, EMS Academy personnel are available

EMS Academy Curriculum

Attendance

Student attendance is required at all scheduled classes, mandatory study sessions, labs, clinical assignments and internship. Students may be dropped from the course for excessive absences or tardiness of any kind. Refer to the Paramedic Program Tardy and Absentee Policy.

Course Grading

A 95-100%
A- 90-94%
B+ 87-89%
B 83-86%
B- 80-82%
C+ 77-79%
C 73-76%
C- 69-72%

D 65-68%

F <65%

Students must maintain a minimum of a 73% in every course/block/section to be eligible for promotion to the next semester/clinicals and/or receive an end Program completion certification for licensure.

Paramedic Training

The EMS Academy's paramedic program prepares students to become leaders in EMS. The Program will prepare you to become a skilled clinician, a competent leader, and a teacher to others. The rigorous curriculum will prepare you to take the National Registry of EMTs paramedic-level examination, and you will meet New Mexico paramedic licensure requirements by the successful conclusion of the course. The EMS Academy is nationally accredited by the Committee on Accreditation for Allied Health Education Programs and our paramedic program and satellites range between approximately 1380 and 1500 hours.

Program Objectives

At the completion of this program, we expect that you will be able to:

1. Adhere to the highest standards of professionalism in all duties as an EMS specialist.
2. Perform the roles and responsibilities of a paramedic within an EMS system.
3. Demonstrate a "patient first" attitude that consistently demonstrates selfless responsibility and compassion.
4. Demonstrate expertise in all of the required basic, intermediate, and paramedic competencies.
5. Integrate principles of the medical sciences with a systematic and thorough assessment to formulate a differential diagnosis, and develop and implement an effective management plan for all patients.
6. Perform as the team lead on any call, safely manage the scene, and direct good patient care.

Paramedic Program Goal

To prepare competent entry-level Paramedics in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains with or without exit points at the Advanced Emergency Medical Technician and/or Emergency Medical Technician and/or Emergency Medical Responder levels.

Learning Domains/Satisfactory Progress

All students are expected to make satisfactory progress in all facets of the paramedic program. The cognitive, psychomotor and affective learning domains are continuously assessed. Students not making satisfactory progress may be provided coaching documents or corrective action plans and may be evaluated by the PEC for possible corrective or adverse action. Students must meet the following conditions to meet satisfactory progress in the program:

- Students must achieve/maintain a minimum grade of C (73%) in every course/block/high-stakes exams.
- Students must demonstrate competency in all practical skills. This will be demonstrated by periodic testing in-house, as outlined in the course syllabus or annex, and at the practical examinations.
- Students must maintain proper affective domain, as reinforced by the EMS Academy's professional conduct policy.
- Students must meet all clinical education requirements of the program to be eligible for a course completion certificate.
- Students must maintain current New Mexico EMS licensure at the EMT -B or EMT - I level throughout the entire duration of the program.

- Students must maintain a current card for CPR at the healthcare provider level.

Paramedic Clinical and Capstone Field Internship

Clinical Compliance requirements

Students are required to complete all requirements in each area to deem them eligible to complete clinicals and internship by the designated deadline. These include but are not limited to 10-Panel UA, NM Care Givers Criminal History Screening Program Background Check, required immunizations.

Clinical Experiences

Additional program standards, procedures and requirements apply to both hospital and prehospital clinical experiences, including the field experience and capstone field internship. These standards, procedures and requirements are covered separately in the clinical information manual or document which is updated regularly and is specific to the cohort. All clinical coordination, scheduling and assignment will be done by the respective Director/Asst. Director of Clinical Education. Students are not permitted to swap shifts or adjust their schedules without Director approval, additionally students are not able to request "time off" in the program, missed shifts are subject to the Tardy and Absenteeism Policy.

Testing

Validated Testing is required by accreditation for all students in the paramedic program. The purpose of validated testing is to assess the student outcomes based on psychometric formulae which evaluates entry level competence and uses practical analysis consistent with the national scope for an entry level provider in Paramedicine.

- Subject specific/block exams: Students must achieve a minimum overall score of 73 on the EMS Academy exams. Students may retest a maximum of 3 exams, failure of a 4th subject specific/block exam will result in referral to the PEC for dismissal from the program.
- End of Didactic Comprehensive exam (Administered before clinicals/internship): Students must score at or above the UNM EMS Academy designated cut score (the students will be informed prior to taking the exam). Students may be allowed 1 retest, first attempt and retest will be different exams typically as follows:
 - Attempt #1 Fisdap Readiness 5, program cut score 73%
 - Attempt #2 Fisdap Readiness 4, program cut score 73%
- End of Program Comprehensive exam (Administered after successful completion of all clinical and internship rotations): Students must score at or above the UNM EMS Academy designated cut score (the students will be informed prior to taking the exam). Students may be allowed 1 retest
 - Attempts #1 & 2 EMSTesting, cut score 73%
- Students will have two attempts to complete a psychomotor exam/ summative skills evaluation; the Paramedic Program Director and Medical Director in agreement may at their collective discretion allow a 3rd attempt for extenuating circumstances. Students who are entry level competent must be able to demonstrate and correctly complete 73% of the steps in evaluation, and not have any critical fail errors.
- End of Program Psychomotor Comprehensive exam.

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- Attempts #1 & 2 completed by program personnel. Students who are entry level competent must be able to demonstrate and correctly complete 73% of the steps in evaluation.
- Students will be debriefed on their failure and given the opportunity to review and practice for their retest.
- End of Program Affective Behavior Comprehensive evaluation.
 - Students must achieve “competent” in all categories. The final assessment will be completed in combination with final internship paperwork at the conclusion of the capstone.

Students not meeting these testing standards will be referred to the PEC for dismissal from the program.

Note: if the student does not satisfactorily complete these requirements, the student will be dismissed from the Paramedic program regardless of their academic performance prior to taking the validated test(s).

Completion of EMS Program and Certification/Licensure

To qualify for the EMS program completion certification that is required for Paramedic certification and licensure, the Paramedic Programs Director must certify that that all program requirements have been met. In addition the EMS Academy Medical Director must certify all student’s medical competency to practice at the level of their training for state or national certification in accordance with the aforementioned standards. The Medical Director of the EMS Academy and Program Director have the right at any time to evaluate the medical competency of any student. This may include, but is not limited to, lab testing, supervised clinical setting evaluation, ride alongs or any other evaluation format they deem necessary to assure medical competency.

Paramedic students must complete the entire paramedic program within 2 years of beginning the program. After 2 years, if the student has not completed the program, the student must reapply for admission and, if accepted, repeat the entire Program and matriculate into the current catalogue year curriculum.

Successful completion of the paramedic program requires the PEC recommendation or program leadership approval of each student for completion certification, based on the student’s performance in all aspects of the Paramedic Program.

Accountability to Employers

Confidentiality

The EMS Academy complies with the federal Family Educational Rights and Privacy Act of 1974 (FERPA). We cannot share non-public information, including grades, about you with any person without your written consent unless permitted by law.

Hours & Pay

The EMS Academy makes no guarantee as to the exact number of hours each week you will be engaged in class activities. The nature of paramedic training is such that, some days/weeks may require shorter or longer attendance than others. Any issues with accountability to your employer for release or paid time must be resolved between you and your employer.

Scope of Practice

Skills beyond the scope of practice of your current level of licensure may only be performed after EMS Academy staff has verified competency in specific skills and only under the direct supervision of a clinical preceptor during your approved clinical rotations. This applies to both hospital and prehospital clinical rotations. Performance of any skills outside the applicable scope of practice, level of licensure, or without appropriate supervision, is grounds for referral to PEC for possible dismissal from the program.

Policy on Rest Requirements

The EMS Academy recognizes that paramedic students often have external responsibilities to manage while attending paramedic school. That said both student and patient safety and wellness are held in the highest regard, as such students are required to have a minimum of 10 hours rest prior to attending or between clinical/internship shifts and are not permitted to work more than 6 days in a row, including both program patient care assignments and EMS employments assignments. Thus, students must have at least 1 day off a week from EMS/patient care work to ensure adequate rest.

Policy on Advanced Placement

The EMS Academy recognizes that some individuals applying to our Paramedic programs may come with other medical licensure and/or experiences. However, for the continuity and consistency of programs the EMS Academy will not allow advanced placement of students into its Paramedic programs. More specifically, Physicians, Physician Assistants, Nurses, Nurse Practitioners, or other allied health professionals will not be granted advanced placement into a Paramedic program or be given credit for their current licensure or experiences. Anyone seeking admittance into a Paramedic program at the EMS Academy will apply through the standard application process and will adhere to all attendance and course policies.

Policy on Credits for Experiential Learning

The EMS Academy does not award credit (academic or otherwise) for experiential learning for the paramedic program, whereby it would shorten the duration of the program or eliminate any requirements. Separate from the Paramedic program they do offer NRP to credit with regard solely to the BS in EMS degree.

Policy on Transfer of Credits

The UNM EMS Academy paramedic program doesn't accept transfer students into any paramedic cohort. All cohorts are selected in advance through an application process and as such students cannot enter a cohort late nor can they bypass the initial admission process. Transfer credits are only accepted in to the BS-EMS degree major, completely separate from the paramedic program.

Policy Regarding Students as Staff

For educational activities, individuals will be clearly identified as students, in a specified clinical/field experience/internship role, under the auspices of the program medical director, and under the supervision of the designated preceptor while performing patient care. Students will not under any circumstance be substituted for staff. Fire service volunteer and employed personnel will remain in an EMS student role at all times when assigned to a paramedic student shift. At all times, students must operate under the supervision of a preceptor and remain in the student capacity when rendering patient care.

Inclement Weather

Weather in NM is dynamic and can vary considerably by location even within a given city or area. In the event there is inclement weather during the didactic portion of the program students should consult their lead instructor or program director with regard to if class will occur or if class will shift to an alternative synchronous venue (ex: Zoom, Teams etc.). If a student is assigned to a clinical or field activity they should report as scheduled so long as it is safe to do so, just as an employee would report to their clinical shift.

Student safety and wellness is extremely important to the EMS Academy, in the event you do not feel it is safe to report to your school activity due to weather please contact the appropriate personnel (Lead Instructor or Clinical Director). There is no guarantee the absence will be excused.

Additional Policies and Expectations

Other applicable policies to Paramedic Students include but are not limited to:

Course or Block syllabi

Course or block expectations are presented at the start of the course or block

UNM EMS Academy Policies Document

Policy on Technical Standards for Admission, Continuation and Graduation

Professional Conduct Policy

Professional Appearance Policy

Tardy and Absentee Policy

Professional Conduct and Test Ethics Policy

Bachelors Program Satisfactory Academic Progress Policy

Drug and Alcohol Policy

UNM Health Professional Programs Due Process Policy (BS-EMS Paramedic Program)

EMS Academy Student Due Process Policy (Certificate Paramedic Program)

These policies govern student appeals

All Applicable UNM and UNM School of Medicine Policies