Waller County EMS System

Field Training and Evaluation Program -- Standardized Evaluation Guidelines

The STANDARDIZED EVALUATION GUIDELINES shall be applied by the Field Training Officer during the completion of the Daily Observation Report at the conclusion of each shift. The rating system has been designed to promote standardization in the evaluation process by pre-defining scores for Unacceptable (1), Acceptable (4) and Superior (7) levels of performance demonstrated by the preceptee during the given shift.

Scores of 1 or 7 must have written justification on the DOR. Upon recognition of a 1 or 2, the FTO should immediately correct the employees' behavior as to not allow unsafe/unprofessional behavior to jeopardize the safety of the patient, employee, or organization.

An employee may also be scored “NRT” when the employee does not respond to training. Any score of NRT must also have written justification on the DOR.

If the employee has a near miss due to a protocol violation, medication error or improper ALS skill which was stopped by the FTO prior to the event occurring this should be documented as a 1 on the DOR with written justification provided on the DOR.

Performance Evaluations inform the employee of his or her performance level at a particular point in time. The Daily Observation Report should be utilized to identify training needs, or progress, and to provide opportunity for the Field Training Officer to document training efforts.

The following pre-determined descriptions of observed performances - "1", "4", and "7" shall be utilized when rating a new employee's behavior in each of the performance categories. It is through the use of these guidelines that program standardization and rating consistency is achieved.

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APPEARANCE/PREPAREDNESS/CONDITION

1. PUNCTUALITY/SHIFT CHANGE PROCEDURE - Evaluates the new employee's punctuality in reporting for duty. Evaluates new employee’s conformance to departmental policy in regards to uniform and PPE when reporting for duty. Evaluates new employee’s conformance to departmental policy in regards to shift change procedures (e.g. Controlled substance change over, unit report).

   (1) Unacceptable - Fails to report for duty at scheduled time. Fails to arrive at work in uniform ready for duty, or to be changed in to proper uniform before shift start time. Fails to follow proper procedures for shift change.
(4) Acceptable - Arrives at work at the assigned time. Reports to work in the proper uniform ready for duty, or changes in to proper uniform prior to shift start time. Follows proper procedures for shift change.

(7) Superior - Arrives at work at least 30 minutes prior to shift change. Volunteers to stay past assigned shift time to help in the event of shift vacancies. Ensures off going and oncoming relief adheres to proper shift change procedures without exception.

2. GENERAL APPEARANCE - Evaluates physical appearance and uniform compliance.

(1) Unacceptable - Dirty or unpolished shoes. Wrinkled uniform. Uniform fits poorly or is improperly displayed. Hair not groomed or in violation of departmental policy. Offensive body odor and breath. Tattoos or piercings are displayed in direct violation of departmental policy.

(4) Acceptable - Uniform neat and clean. Uniform fits and is worn properly. Hair is within regulations. Tattoos and piercings are displayed in compliance with departmental policy. Footwear is clean and shined.

(7) Superior - Uniform neat, clean, and pressed and fits properly. Displays professional posture. Footwear, belt, and uniform accessories (if worn) are shined at all times. Tattoos and piercings are displayed at all times in compliance with departmental policy under all circumstances during the shift.

3. PHYSICAL SKILL - Evaluates the new employee’s ability to use physical strength and tactile ability during any given situation.

(1) Unacceptable – Fails to exert the required physical strength or is physically unable to accomplish required daily tasks (lifting stretcher, carrying equipment, etc.). Performs tactile skills and tasks with no attention to detail often requiring repeat attempts to succeed. Uses too much force for the given situation. Fails to perform his/her share of moving patient and equipment.

(4) Acceptable – Exerts the required physical strength and is able to perform all required tasks. Uses proper lifting techniques. Regularly succeeds when performing tactile skills and tasks on the first attempt. Performs his/her share of equipment and patient movement.

(7) Superior – Exerts the required physical strength and is able to perform both required tasks and those above expectation without jeopardizing safety. Recognizes and corrects improper lifting techniques used by other responders on scene. Always succeeds on the first attempt when performing tactile skills and tasks on the first attempt.
4. RADIO USAGE: Evaluates the new employee’s ability to operate the radio, including transmitting and receiving radio traffic in accordance with department policy and procedure.

(1) Unacceptable – Regularly uses the radios in an inappropriate manner or refuses to perform necessary communications. Fails to properly implement radio procedures on a regular basis. Is not attentive to EMS system radio traffic when unassigned. Does not carry radio/pagers at all times. Repeatedly misses own call sign. Does not understand radio traffic or does not transmit clearly and concisely on the radio while giving reports. Is unable to talk on the radio in a manner in which others can clearly understand.

(4) Acceptable – Regularly uses the radio appropriately and performs necessary communications. Is attentive to EMS system radio traffic when unassigned. Carries the radio and appropriate pagers at all times. Has a good working knowledge of the radio equipment and is able to perform all necessary tasks. Is able to locate radio channels as indicated in the phase guide. Is generally aware of radio traffic from units in nearby areas. Gives clear and concise communication on the radio.

(7) Superior – Always uses the radio appropriately and performs all radio related tasks with attention to detail. Has a strong working knowledge of the radio equipment and is able to perform all necessary tasks, without exception or direction. Is always aware of radio traffic throughout the EMS system and uses this information to the system’s advantage. Maintains voice control while using the radio so that information and requests are clearly understood on the first attempt. Never utilizes a portable radio when in the module of the ambulance.

5. EQUIPMENT READINESS: Evaluates the new employee’s ability to effectively prepare their equipment on a daily basis. Evaluates the new employee’s ability to restock equipment after each call. Includes evaluation of daily utilization of OperativeIQ.

(1) Unacceptable – Does not complete daily ambulance vehicle check off or requires direct prompt to do so by the FTO. Does not complete daily electronic check off, or requires assistance and direction. Does not appropriately restock after calls. Does not clean interior/exterior of ambulance. Does not thoroughly check equipment. Does not complete weekly inventory. Does not replace batteries on electronic equipment.

(4) Acceptable – Appropriately completes the daily ambulance vehicle check off without prompting. Completes both daily electronic check off and station inventory when applicable. Restocks unit as needed to maintain par level. Checks drug expiration dates. Checks glucometers weekly. Maintains a clean patient compartment area. Ensures cab of ambulance is clean. Washes ambulance daily, weather permitting. Checks infrequently used equipment for presence and operability. Communicates any equipment issues to partner.

(7) Superior – Always completes daily inventory and ambulance vehicle check off at the start of shift without delay. Maintains unit par level without excessive overstock. Completes weekly inventory without prompting. Performs a complete and thorough decontamination of patient
compartment area after each patient encounter. Is detail oriented to ensure the cab of ambulance has a clean and professional appearance. Is detail oriented to ensure the exterior of the ambulance has a clean and professional appearance.

6. NON-EMERGENT DRIVING SKILLS: Evaluates the new employee's skill in the operation of the emergency vehicle under normal driving conditions.

(1) Unacceptable - Frequently violates traffic laws and does not operate the vehicle with regards to the safety of others. Involved in at-fault or chargeable accidents. Fails to maintain control of vehicle and displays poor manipulative skills in vehicle operation. Drives in an aggressive manner. Uses warning devices in a manner for which they were not intended, or in inappropriate circumstances. Does not follow backing procedures and does not prompt the partner to act as a spotter. Parks the vehicle out of convenience and not in a manner focused on safety and response. Routinely allows self to be distracted while driving or riding in the cab of the ambulance. Operates the vehicle on inappropriate surfaces and has required assistance to recover a disabled vehicle. Uses cellphone while operating the vehicle. Does not perform sharing of driving or refuses to drive.

(4) Acceptable - Obeys traffic laws at all times and operates the vehicle with regards to the safety of others. Maintains control of the vehicle. Performs vehicle operation while maintaining an alertness to surrounding activity. Drives defensively. Backs the vehicle safely following procedure, to include the utilization of a spotter.

(7) Superior - Sets an example for lawful, courteous, and defensive driving. Maintains complete control of the vehicle. Responds very well relative to the degree of stress present. Backs the vehicle safely following procedure to include the utilization of a spotter. Limits opportunity for unnecessary backing when parking the vehicle. Actively works to promote a distraction free environment in the cab of the ambulance.

7. EMERGENT DRIVING SKILLS: Evaluates the new employee’s skills with operating the emergency vehicle while in emergent response mode.

(1) Unacceptable – Frequently violates traffic laws and does not operate the vehicle with regards to the safety of others. Involved in at-fault/chargeable accidents. Fails to maintain control of vehicle and displays poor manipulative skills in vehicle operation. Uses warning devices in an inappropriate or aggressive manner. Fails to properly park vehicle in a defensive manner on scenes. Routinely allows self to be distracted while driving or riding in the cab of the ambulance. Operates the vehicle on inappropriate surfaces and has required assistance to recover a disabled vehicle. Disregards road conditions (traffic, weather, etc.) during responses. Uses cellphone while operating the vehicle.
(4) Acceptable – Obeys traffic laws at all times and operates the vehicle with regards to the safety of others. Maintains control of the vehicle. Performs vehicle operations while maintaining alertness to surrounding activity. Drives defensively. Backs the vehicle safely following procedure, to include the utilization of a spotter. Ensures that the vehicle is properly positioned on scenes. Understands the importance of safe vehicle operation and its outcome on patient care. Appropriately regards road conditions (traffic, weather, etc.) during responses.

(7) Superior - Sets an example for lawful, courteous, and defensive driving. Maintains complete control of the vehicle at all times. Responds very well relative to the degree of stress present. Always backs the vehicle safely in strict accordance with procedure and demands the same of others. Proactively ensures that the vehicle is properly positioned on scenes for safety and to avoid being blocked in. Promotes the importance of safe vehicle operation and its outcome on patient care. Always responds appropriately in regards to road conditions (traffic, weather, etc.) during responses. Ensures as smooth of ride as possible for the patient.

8. MAPPING / NAVIGATION – Evaluates the new employee’s awareness of surroundings and ability to find locations as well as respond and arrive at the destination within an acceptable period of time. Ability to navigate effectively, including from the passenger seat.

(1) Unacceptable - Fails to maintain situational awareness of location while driving or riding in cab of ambulance. Does not know how to or fails to properly use the map system and is unable to use a map book for directions. Unable to give general direction to a location when asked. Unable to recite location of hospitals and key facilities. Inappropriately responds when dispatched. Reflex times are not within standard.

(4) Acceptable - Maintains situational awareness of location while driving or riding in cab of ambulance. Has a functional knowledge of the on-board navigation system and is functional with the use of a map book. Is able to give general direction to a location when asked. Is able to recite location of hospitals and key facilities. Employee’s reflex times are acceptable according to standards throughout the shift.

(7) Superior – Always maintains situational awareness of location while driving or riding in cab of ambulance. Navigates easily around known obstacles (traffic, construction, school zone, etc.) Is able to navigate to frequent addresses without using mapping system. Is always able to give general direction to a location when asked. Is highly functional with all features of the on-board navigation system and is highly functional with the use of a map book. Is aware of appropriate shortcuts and utilizes them to save time. High level of orientation to the district and / or city. Is able to recite location of hospitals and key facilities, including out-of-county locations.
9. APPROPRIATE UTILIZATION OF DOWNTIME: Evaluates the new employee's utilization of downtime to further their knowledge of the EMS system.

(1) Unacceptable - Fails to appropriately utilize downtime between calls to learn necessary skills and knowledge, especially in regards to Phase Guide objectives. Fails to initiate and complete required station duties without prompting. Fails to seek feedback from the FTO. Watches television, studies, or performs other non-work activities before station and ambulance duties are complete.

(4) Acceptable - Appropriately utilizes downtime between calls to learn necessary skills and knowledge, especially FTEP Phase Guide objectives. Is inquisitive. Completes station duties and ambulance cleaning/maintenance in a timely manner without prompting. Seeks feedback from the FTO.

(7) Superior – Consistently utilizes downtime between calls to learn necessary skills and knowledge, above and beyond what is contained within the Phase Guide objectives. Seeks out opportunities to learn and improve. Initiates station duties without being asked or prompted and completes them with attention to detail. Demonstrates a strong commitment to tasks and is clearly self-motivated. Seeks in-depth feedback from the FTO and other sources.

SAFETY/ASSESSMENTS/DOCUMENTATION

1. PROVIDER SAFETY: - Evaluates the new employee's ability to perform EMS tasks and procedures without injuring self or others or exposing self or others to unnecessary danger/risk. This section includes utilization of safety equipment such as PPE, Traffic Vest, Pagers and Radios.

(1) Unacceptable - Regularly fails to maintain situational awareness and does not anticipate potentially dangerous situations. Fails to properly inspect, maintain, and store their assigned PPE. Stands too close to passing vehicular traffic. Lifts inappropriately or places partner in danger of injury (poor body mechanics). Fails to wear gloves or other appropriate PPE when indicated. Fails to use seatbelt in cab and patient compartment. Fails to use scene illumination when necessary. Fails to ensure appropriate sharps disposal. Fails to wear pagers, radios or other system monitoring and communication devices. Demonstrates no concern for safety of self or others.

(4) Acceptable - Understands and appropriately applies safety procedures. Properly inspects, maintains, and stores their assigned PPE. Maintains situational awareness and communicates well with partner on potentially dangerous scenes. Uses appropriate PPE when indicated, to include traffic vest. Lifts appropriately and ensures that they are not placing partner in danger of injury. Uses seatbelts in cab of the ambulance without prompting. Ensures all medical supplies/equipment are properly restrained in the ambulance module.
(7) Superior - Maintains safety in all dimensions of their work as the primary objective. Anticipates dangerous situations and prepares for them. Keeps partner informed and determines the best position for self and partner. Always wears the appropriate PPE when indicated, to include traffic vest. Always lifts appropriately and ensures that they are not placing partner in danger of injury. Always wears seatbelts and prompts others to do so.

2. PATIENT SAFETY: Evaluates the employee's ability to protect the patient's safety by correctly using teamwork, crew resources, checklists, stretcher shoulder straps and available drug dosing cards, labels and charts.

(1) Unacceptable - Fails to implement, without prompting, the provided equipment and procedures for patient safety, including utilization of proper moving equipment and all safety straps. Employee fails to properly utilize present resources or request additional resources when needed. Fails to utilize established checklists and other patient treatment guides. Moves patient in a manner that could jeopardize their health/safety (having a patient with shortness of breath/dizziness/syncope ambulate to the ambulance vehicle, etc.).

(4) Acceptable – Employee utilizes available resources and requests additional resources appropriately as needed. Implements, without prompting, the provided equipment and procedures for patient safety, including utilization of proper moving equipment and all safety straps. Utilizes established checklists and other patient treatment guides. Communicates drug dose, route, and expiration dates to partner when administering medication in addition to checking the right route, right medication, right patient, and right time. Demonstrates the key principles of Crew Resource Management.

(7) Superior – Employee always, and proactively, utilizes available resources and requests additional resources appropriately as needed. Always implements, without prompting, the provided equipment and procedures for patient safety, including utilization of proper moving equipment and all safety straps. Always utilizes established checklists and other patient treatment guides regardless of the situation. Proactively takes the lead on implementing the key principles of Crew Resource Management.

3. COMMAND PRESENCE - Evaluates the new employee's ability to gain and maintain control of situations through verbal command and instruction.

(1) Unacceptable - Fails to command the necessary attention on scenes by use of voice and action to accomplish the objectives of the call. Regularly incites negative patient/bystander response through verbal interactions. Fails to use an appropriate tone of voice during customer interactions. Fails to utilize available information to develop situational awareness required to manage a scene. Fails to manage a scene, including directing other responders to tasks.

(4) Acceptable - Demonstrates ability to command the necessary attention on scenes by use of voice and action to accomplish the objectives of the call. Establishes positive patient/bystander response through verbal interactions. Speaks with authority in a calm, clear, and appropriate
tone of voice. Proper selection of words and knowledge of when and how to use them. Demonstrates ability to utilize available information to develop the situational awareness required to manage a scene. Demonstrates ability to manage a scene, including appropriately directing other responders to tasks.

(7) Superior – Always commands the necessary attention on scenes by use of voice and action to accomplish the objectives of the call. Always establishes positive patient/bystander response through verbal interactions and attention to customer service. Always speaks and acts with authority in a calm, clear, and appropriate tone of voice. Always uses words and inflection of voice to ensure objectives are accomplished in a positive professional manner. Demonstrates ability to utilize available information to develop the situational awareness required to manage a scene. Demonstrates ability to manage the most complex of scenes, including appropriately directing other responders to tasks.

4. DECISION MAKING SKILLS - Evaluates the employee’s ability to plan an appropriate course of treatment and transport in a timely manner based on their assessment and differential diagnosis.

(1) Unacceptable – Fails to demonstrate ability to gather the required information from a situation in order to formulate an appropriate decision in regards to patient care or disposition. Fails to recognize and respond to key findings during patient assessment. Chooses wrong protocol based on patient complaint. Fails to understand and appropriately utilize the hospital destination procedure. Fails to recognize patient scenarios where scene times are clinically relevant. Fails to provide available treatment(s) prior to arrival at hospital when time allows. Is generally indecisive.

(4) Acceptable - Is regularly able to gather the required information from a situation in order to formulate an appropriate decision in regards to patient care or disposition. Appropriately recognizes and responds to key findings during patient assessment. Has a functional working knowledge of the hospital destination procedure. Identifies and appropriately responds to patient scenarios where scene times are clinically relevant. Is decisive.

(7) Superior - Is always able to gather the required information from a situation in order to formulate an appropriate decision in regards to patient care or disposition. Always appropriately recognizes and responds to key findings during patient assessment, including atypical clinical presentations independently. Is fully competent in knowledge and application of the hospital destination procedure. Has full knowledge of and always responds appropriately to patient scenarios where scene times are clinically relevant. Always makes sound and prudent decisions under stress. Anticipates needs.

5. PATIENT ASSESSMENT - Evaluates the employee’s ability to perform a thorough patient assessment utilizing the approved monitoring devices that have been provided.

(1) Unacceptable – Does not demonstrate a thorough exam to develop an appropriate treatment modality. Employee does not quickly recognize the priority of the patient and apply
that to their assessment. Is distracted by a finding, resulting in tunnel vision (focuses on first observed illness or injury), and an incomplete detailed assessment. Does not perform complete primary and secondary survey, or obtain complete medical history. Requires intervention by the FTO.

(4) Acceptable - Demonstrates a thorough assessment which is then used to develop an appropriate treatment modality. Employee is able to quickly recognize the priority of the patient and apply that to their assessment. Is rarely distracted by a finding. Reassess patient after all interventions.

(7) Superior – Always performs a thorough, comprehensive patient assessment in a timely fashion and develops an appropriate treatment modality. Always quickly recognizes priority patients and alters the initial assessment. Never falls victim to tunnel vision and is able to maintain a comprehensive view of the patient during the assessment phase. Obtains complete medical history and performs complete primary and secondary surveys.

6. PATIENT HISTORY - Evaluates the employee’s ability to ascertain a thorough patient history in a timely manner.

(1) Unacceptable - Does not demonstrate the ability to develop a rapport with patient/family/bystanders and implement an appropriate line of questioning. Fails to appropriately remember/record response and key information from questions. Cannot use the patient interview to develop any type of differential diagnosis.

(4) Acceptable - Establishes a good rapport with the patient/family/bystanders and uses an appropriate line of questioning in a timely manner. Properly remembers/records response and key information from questions. Is able to develop a differential diagnosis from the interview.

(7) Superior – Always establishes a professional and highly functional rapport with the patient/family/bystanders and uses an appropriate line of questioning in a timely manner. Always remembers/records response and key information from questions. Is able to quickly distinguish pertinent information from extraneous information. Is able to develop two or more potential differential diagnosis from the interview. Is able to discern a general patient history based on medication list.

7. REPORT WRITING: EPCR CONTENT - Evaluates the new employees’ ability to complete an Electronic Call Report for each call response in an accurate, detailed, and organized manner.

(1) Unacceptable - Does not demonstrate the ability to compile a complete and comprehensive patient call report that is compliant with Waller County EMS Policy. Fails to document information in an organized manner that reflects a detailed account of the call. Spelling and grammar errors are common in completed reports. Fails to document pertinent patient demographics or medical history. Uses inappropriate abbreviations/terminology in reports. Knowingly has included inaccurate/false information in a PCR. Fails to complete HIPAA/Billing
Form, AMA form or additional ancillary forms. Fails to gather the proper required signatures on the PCR and other required forms or provide the required documentation as to why the signatures could not be obtained. Fails to scan the proper items into the patient care chart (Driver’s License, Armbands, etc.). Requires excessive time to complete eCPR.

(4) Acceptable - Regularly demonstrates the ability to compile a complete and comprehensive patient call report that is compliant with System Policy. Documents information in an organized manner that reflects a detailed account of the call. Completes the PCR with pertinent patient demographics and medical history. Documents a summary of the call that is accurate and complete. Has very few spelling or grammar errors. Uses approved medical abbreviations and terminology appropriately. Always properly completes HIPAA/Billing Form, AMA forms and additional ancillary forms. Gathers the proper required signatures on the PCR and other required forms or provides the required documentation as to why the signatures could not be obtained. Completes PCR within prescribed timeframe.

(7) Superior – Consistently demonstrates the ability to compile a complete and comprehensive patient call report that is in complete compliance with System Policy. Always documents information in an organized and clearly logical manner that reflects a detailed account of the call. Documents in a well formatted manner as well as showing a detailed focused exam of the patient complaint (e.g. OPQRST for chest pain complaint). Documentation does not contain any spelling or grammar errors. Utilizes approved medical abbreviations and terminology appropriately. Uses event marker function of the monitor for appropriate time stamps of treatment interventions. Always completes HIPAA / Billing Forms, AMA Forms, and additional ancillary forms. Always gathers the proper required signatures on the PCR and other required forms, or provides the required documentation as to why the signatures could not be obtained.

8. REPORT WRITING: APPROPRIATE TIME UTILIZATION - Evaluates the new employee’s understanding of “Documentation Standards” to include the "standard time allowed for documentation" as well as defined situations where documentation standards may be suspended.

(1) Unacceptable – Does not complete a PCR within a reasonable timeframe for the scope of the incident to the acceptable standard for PCR content and is not compliant with System policy. Is not familiar with the requirements of System Policy in regards to documentation standards.

(4) Acceptable - Completes a PCR within a reasonable timeframe for the scope of the incident, which is compliant with System policy. Has a working knowledge of the requirements of System Policy in regards to documentation standards.

(7) Superior – Always completes a PCR within a reasonable timeframe for the scope of the incident to the acceptable standard for PCR content and is compliant with System policy. Has a detailed knowledge of the requirements of System Policy in regards to documentation standards.
ATTITUDE/RELATIONSHIPS/DEMEANOR

1. ACCEPTANCE OF FEEDBACK - Evaluates the way the new employee accepts trainer's evaluation and how that feedback is used to further the learning process and improve performance.

   (1) Unacceptable - Consistently rationalizes mistakes/denies that errors were made. When constructive feedback is provided, employee is regularly argumentative or non-receptive and does not demonstrate effort to make corrections. Considers evaluation as personal attack. Regularly fails to complete regular/supplementary tasks as assigned by the FTO or as a part of the FTEP program.

   (4) Acceptable - When constructive feedback is provided, it is regularly accepted in a positive manner, and applied to improve performance and advance learning. Consistently completes regular/supplementary tasks as assigned by the FTO or as a part of the FTEP program on time.

   (7) Superior - Actively solicits feedback in order to further learning and improve performance. Accepts responsibility for own actions including errors or areas requiring improvement. Always completes regular/supplementary tasks, as assigned by FTO or as a part of the FTEP program, ahead of schedule. Consistently seeks out additional tasks to advance knowledge or skill.

2. ATTITUDE TOWARD EMS WORK - Evaluates how the new employee views their career in terms of personal motivation, goals and acceptance of the responsibilities of the job.

   (1) Unacceptable - Displays behaviors that indicate that working in EMS is not a career and is just the current job they are working. Uses the responsibilities of the job to boost ego, abuses the implied authority of the position, and demonstrates little dedication to the principles of the profession. Does not apply the mission statement of the organization in any aspect of job performance. Fails to understand the requirement of being competent and compliant with workplace policies.

   (4) Acceptable - Consistently displays behaviors that demonstrate an active interest in a career and the responsibilities of working in EMS. Applies the mission statement of the organization in all aspects of job performance. Understands the requirement and importance of being compliant with workplace policies. Demonstrates an interest in community involvement, education, and outreach. Upholds the values of the profession when assigned to special events.

   (7) Superior - Always displays behaviors that demonstrate an active, and motivated interest in a EMS career and demonstrates a commitment to the responsibilities of working in EMS. Consistently applies the mission statement of the organization in all aspects of job performance. Utilizes off-duty time to further their professional knowledge and improve skills. Thoroughly understands the requirement and importance of being in complete compliance with workplace policies.
3. ATTITUDE WITH PATIENTS AND CITIZENS - Evaluates the new employee's ability to interact with citizens (including patient, family, and bystanders) in an appropriate, efficient, and professional manner.

(1) Unacceptable - Demonstrates behaviors that are seen as abrupt, belligerent, overbearing, arrogant, and/or non-communicative. Displays a general disregard for the service and compassion aspects of EMS work. Consistently demonstrates poor "nonverbal" skills. Conveys to patients and others that work equates to being bothered. Is not an advocate for the patient.

(4) Acceptable - Displays a courteous, friendly, and empathetic disposition when interacting with patients and citizens. Consistently communicates in a professional, respectful, and unbiased manner. Displays behavior through action and attitude that is customer service oriented. Consistently displays positive "non-verbal" skills. Is an advocate for the patient.

(7) Superior - Displays a high degree of comfort when contacting patients and citizens. Is always able to quickly establish a functional and professional rapport and leaves people feeling that the EMS employee was interested in their well-being and in serving them. Always assumes an objective and non-judgmental attitude during interactions. Always displays model “non-verbal” skills.

4. ATTITUDE WITH CO-WORKERS / PUBLIC SAFETY/ OTHER HEALTHCARE PROVIDERS - Evaluates the new employee's ability to effectively interact with department members, peers, communication center staff, hospital staff, and other public safety agencies regardless of ranks and capacities. Evaluates the new employee's ability to function as a "system provider" and their attitude towards and ability to function with one system, one purpose and one mission.

(1) Unacceptable - Patronizes FTO/superiors/peers or is antagonistic toward them. Participates in behaviors that are not supportive of the organization. Is insubordinate, argumentative, and sarcastic. Resists instructions. Considers themselves superior. Belittles others or engages in harassing conduct. Is not a “team” player. Does not cooperate with other public safety agency personnel. Does not respect the “System Provider” concept.

(4) Acceptable - Adheres to the chain of command and accepts role in the organization. Good peer and FTO relationships and is accepted as a group member. Demonstrates courtesy and consideration to other team members. Invites others to share their knowledge and opinions. Makes requests, not demands. Negotiates and compromises when disagreements occur. Respects the “System Provider” concept.

(7) Superior - Is at ease in contact with all, including superiors. Understands superior’s responsibilities and respects and supports their position. Peer group leader. Actively assists others. Handles conflict constructively. "Team Player" with all public safety agencies. Demonstrates complete support of the “System Provider” concept.
KNOWLEDGE / APPLICATION

This section evaluates the knowledge and application of the new employee’s knowledge in various aspects of patient care delivery. The evaluation can include oral, written, and/or standardized test, discussions, performance on calls, simulations, and any other method as determined by the FTO.

1. DIVISIONAL STANDARD DEPARTMENTAL POLICY - Evaluates the new employee's knowledge of departmental policy and their ability to apply this knowledge while in the field.

   (1) Unacceptable - Fails to display and or apply knowledge of department policies/regulations or violates same.

   (4) Acceptable - Familiar with most commonly applied department policies/regulation/procedures, including lesser-known and seldom used ones.

   (7) Superior – Familiar with all department policies including lesser used policies.

2. GENERAL PROTOCOLS - Evaluates the new employee's knowledge of the "Cardiac Protocols" and their ability to apply that knowledge during field situations.

   (1) Unacceptable - Does not know the elements of algorithms or makes mistakes relative to whether or not treatment should be given. Does not collaborate with partner to ensure timely therapeutic interventions are performed.

   (4) Acceptable - Recognizes algorithms and applies appropriate treatment. Understands rationale between when to treat and when not to treat. Is able to identify and discuss pathophysiology of disease processes.

   (7) Superior - Has outstanding knowledge of algorithms and applies that knowledge to unusual cardiac calls. Quickly responds to changing clinical situations. Anticipates needs. Is aware of current crew’s scope of practice.

3. TRAUMA PROTOCOLS - Evaluates the new employee's knowledge of local "Trauma Protocols" and their ability to apply that knowledge during field situations.

   (1) Unacceptable - Does not select appropriate protocol or know trauma criteria. Does not provide appropriate care. Does not accurately calculate a GCS, including with use of reference. Does not collaborate with partner to ensure timely therapeutic interventions are performed.

   (4) Acceptable - Knows and recognizes trauma criteria. Applies appropriate trauma care. Is able to identify pathophysiology of traumatic injuries. Chooses appropriate destination as indicated in the destination guide. Demonstrates ability to calculate an accurate GCS, with reference.
(7) Superior – Has outstanding knowledge of trauma criteria and delivers outstanding care. Demonstrates ability to calculate GCS, without reference. Quickly responds to changing clinical situations. Anticipates needs.

4. MEDICAL PROTOCOLS - Evaluates the new employee's knowledge of general "Medical Protocols" and their ability to apply that knowledge during field situations.

(1) Unacceptable - Does not know even the most often used Medical Protocols. Does not recognize emergent patient conditions. Unable to synthesize evidence in making a diagnosis and subsequent clinical decisions.


5. PHARMACOLOGY (BLS): Evaluates the new employee's knowledge of local BLS medication dosages, mechanism of actions, contraindications, indications, and side effects. Evaluates the employee's ability to apply that knowledge during field situations.

(1) Unacceptable - Does not know medication protocols, dosage, mechanism of action, contraindications, indication, or side effects. Does not check dates and labels. Does not verify allergies prior to administration. Chooses inappropriate medication for the patient’s condition. Does not know their own Scope of Practice.


(7) Superior - Follows required procedure in all cases, accurately applying medication protocol and treating patient appropriately. Has superior working knowledge of correct dosages, mechanism of action, contraindications, indications and side effects with no prompting or assistance. Checks dates and labels and verifies with partner. Recognizes drug to drug interactions.

6. PHARMACOLOGY (ALS): Evaluates the new employee's knowledge of local ALS medication dosages, mechanism of actions, contraindications, and indications. Evaluates the employee's ability to apply that knowledge during field situations.
(1) Unacceptable - Does not know medication protocols, dosage, mechanism of action, contraindications, indication or side effects. Does not check dates and labels. Does not verify allergies prior to administration. Chooses inappropriate medication for the patient’s condition. Does not know their own Scope of Practice.


(7) Superior - Follows required procedure in all cases, accurately applying medication protocol and treating patient appropriately. Has superior working knowledge of correct dosages, mechanism of action, contraindications, indications and side effects with no prompting or assistance. Checks dates and labels and verifies with partner. Recognizes drug to drug interactions.

7. PEDIATRICS - Evaluates the new employee’s knowledge of pediatrics to include assessment, disease processes, pharmacology and their ability to apply that knowledge to field situations.

(1) Unacceptable - Does not know the elements of pediatric protocols. Does not recognize an emergent situation versus a non-emergent situation. Makes mistakes relative to whether or not treatment should be given.

(4) Acceptable - Recognizes commonly encountered pediatric situations and applies appropriate treatment. Knows difference between when to treat and when not to treat. Can identify appropriate vital sign range for various age groups and verifies with reference.

(7) Superior – Demonstrates outstanding knowledge of Pediatric Protocols and applies that knowledge to normal and unusual pediatric calls. Can identify appropriate vitals sign range for various age groups without reference.

8. FIELD PERFORMANCE- Evaluates the new employee’s ability to perform on calls.

(1) Unacceptable - Becomes emotional, is panic stricken, can't function, holds back, loses temper, or displays inability to make a decision. Overreacts and is unable to render appropriate care due to emotion and distraction. Does not determine the best course of action/take action. Unable to exercise leadership of co-responders.

(4) Acceptable - Remains calm with demonstration of self-control in most situations. Controls emotion and manages distractions appropriately. Does not allow the situation to further deteriorate. Determines proper course of action and takes it. Utilizes resources to ensure appropriate clinical treatment.
(7) Superior - Remains calm with demonstration of self-control in all situations. Quickly restores control in the situation and takes command without prompting. Determines best course of action and takes it without prompting.

SKILLS / PERFORMANCE / ABILITY

1. BLS SKILLS - Evaluates the new employee's ability to perform skills as defined and approved by the Office of the Medical Director.

(1) Unacceptable - Does not use appropriate technique when performing any assigned or required procedure. Causes, or potentially causes, harm to the patient when performing a procedure.

(4) Acceptable – Demonstrates appropriate manual technique and dexterity in performing all procedures. Shows appropriate confidence and proficiency with all technical aspects of the procedure. When performing a procedure, demonstrates awareness of the indication, contraindications, and complications of the procedure.

(7) Superior – Performs, in all cases, anticipating needs of patient and care team. Has superior knowledge of the procedure and ability to proficiently demonstrate same. Demonstrates confidence in their ability and the ability to instruct others on how to perform the procedure.

2. ALS SKILLS - Evaluates the new employee's ability to perform skills as defined and approved by the Office of the Medical Director.

(1) Unacceptable - Does not use appropriate technique when performing a procedure. Causes or potentially causes harm to the patient when performing a procedure.

(4) Acceptable - Demonstrates appropriate manual technique and dexterity in performing procedures. Shows appropriate confidence and proficiency with all technical aspects of the procedure. When performing a procedure, demonstrates awareness of the indication, contraindications and complications of the procedure.

(7) Superior – Performs, in all cases, anticipating needs of patient and care team. Has superior knowledge of the procedure. Demonstrates confidence in their ability and the ability to instruct others on how to perform the procedure.

3. ECG MONITORING & 12-LEAD INTERPRETATION - Evaluates the employee's ability to place and interpret 4-lead ECG/12-lead ECG, properly and in a timely manner.

(1) Unacceptable – Does not demonstrate ability to correctly place 4-lead ECG or 12-lead ECG, often needs assistance with 4-lead/12-lead placement/interpretation, fails to complete task in a
timely manner. Fails to transmit ECG, when indicated, to the appropriate facility. Unable to analyze 12 lead without help of monitor interpretation.

(4) Acceptable – Demonstrates ability to correctly place 4-lead ECG or 12-lead ECG, only needs assistance with rare or difficult 4-lead/12-lead interpretation, completes task in timely manner. Knows and demonstrates ability to recognize presence of STEMI imposters, long Q-T interval, and other significant EKG findings. Transmits ECG, when indicated, to the appropriate facility.

(7) Superior – Demonstrates ability to correctly place 4-lead and 12-lead ECG and is able to provide correct interpretation of nearly all ECG rhythms and 12-leads, anticipates need for cardiac monitoring and completes task promptly. Knows and demonstrates ability to identify complex interpretations of 12-leads (e.g. axis deviation, hemiblocks, etc.) Transmits ECG, when indicated, to the appropriate facility without prompting.

4. ADVANCED AIRWAY MANAGEMENT - Evaluates the employee’s ability to recognize the need for, place and appropriately manage an advanced airway in a timely fashion with the appropriate monitoring devices.

(1) Unacceptable - Is unable to identify upper airway anatomy. Demonstrates poor technique for advanced airway management. Performs the procedure in a manner that may cause harm to the patient/providers. Does not properly use airway monitoring devices in accordance with established protocols/procedures.

(4) Acceptable – Identifies upper airway anatomy. Uses appropriate universal precautions. Knows indications, contraindications, anatomic landmarks, equipment, and demonstrates proper technique for advanced airway management. Performs the procedure in accordance with established patient safety standards. Takes steps to avoid potential complications. Determines backup strategy if initial attempt is unsuccessful prior to beginning procedure. Uses appropriate methods of mechanical ventilation based on patient physiology. Utilizes multiple monitoring devices in accordance with established protocols/procedures.

(7) Superior – Identifies upper airway anatomy. Performs indicated procedure on any patient with challenging features (e.g. co-morbid conditions, poorly identifiable landmarks, etc). Demonstrates ability to instruct other providers on procedural competency and identifies mistakes made by others.