

September 2023

M E D I C

FIELD TRAINING OFFICER Vol.1

Hello, Everyone!

We are excited to begin a new era of Medic's FTO Program and thought there was no better way than to introduce ourselves and to share our vision for a high-performing program with strengthened communication and trust.



Liz Ansley

As the Clinical Education Supervisor, Liz is devoted to improving this program. Liz will be your go-to resource and will work hand-in-hand with you to ensure that our training and education efforts are aligned with industry best practices and that our new hires receive the highest level of instruction and mentorship. Allison Infinger, as the Performance Improvement Manager, will hold the responsibility of supporting our performance and removing impediments so that you and your trainee can succeed.



Allison Infinger

Our vision for the program is clear: to create a supportive and collaborative environment where FTOs have the tools and resources they need to excel, trainees receive top-notch education and mentorship, and clear communication fosters trust among all partners in the new hire process.

Listening to and learning from one another is critical to achieving this vision, so over the coming weeks and months you will receive increased communications, as well as invitations for quarterly meetings. We encourage open and honest discussions so we can tailor our support to meet the challenges of the program. Please know that your dedication and hard work as FTOs are at the core of our program's success, and we are committed to providing you with the support and resources necessary to excel. We both have an open-door policy, so please don't hesitate to reach out. Thank you for your continued dedication to this program. We look forward to working more closely with you.

Sincerely,

Liz & Allison

Contact Liz at: ElizabethA@medic911.com • 704-943-6084 • TEAMS

IN THIS EDITION

- Words From Your Supervisor
- FTO Core Values & Expectations
- Assessment Scoring Reset
- Who is Performance Improvement?
- The New Hire Process



"I never teach my pupils; I only attempt to provide the conditions in which they can learn."

–Albert Einstein



We want to share your best training tips and tricks with your colleagues! Send them to ClinicalEducation@medic911.com to be shared in the November issue.



INTEGRITY: The trait of being self-aware, accountable and truthful.

PERSEVERANCE: Not giving up. It is the persistence and effort required to continue doing something and keep doing it until the end, even if it’s hard.

TEAMWORK: A strong synergy effect that is created by a group of people who are focused on the same objective and motivated to achieve the same goal.

KINDNESS: The quality of demonstrating care, goodwill, understanding, charity and grace in your actions and words.

RESPECT: A feeling of deep admiration for someone or something that is good, valuable and has made a lasting impression in your life.

EXCELLENCE: The quality of excelling, of being exceptionally good or truly the best at something. *“Excellence is not a gift, but a skill that takes practice.” - Plato*



“The mediocre teacher tells.
The good teacher explains.
The superior teacher demonstrates.
The great teacher inspires.”

-William Arthur Ward

FTO STANDARDS & EXPECTATIONS

- An assessment should be completed for each shift.
- Documentation must be submitted within 24 hours of the completion of the shift.
- Communicate any barriers to the completion of documentation to the Clinical Education Supervisor.
- An Extension Request MUST be submitted no later than the end of week 5. Extension requests will be considered on a case by case basis by the New Hire Supervisors and the Clinical Education Supervisor.
- The FTO shall review assessments with the New Hire upon completion.
- FTOs are required to directly observe ALL new hire activities at ALL times.
 - Weeks 1-6 the FTO shall be with the New Hire at all times that the new hire is driving or performing Pt care.
 - Week 7 the New Hire may drive or perform Pt care independently ONLY on Priority 3 calls, IF they have displayed minimum competency in ALL areas.
- When calling out of work, the FTO will advise the OA that they are an FTO and currently training a new hire.

DON’T FORGET TO RSVP TO
THE QUARTERLY FTO MEETING!

October 3rd, 1000 - 1200 hrs
or
October 5th, 1100-1300

Lunch will be provided

PERFORMANCE SCORING CHANGES

Performance	
Performance Categories	Ratings
Value	Name
1	Below Expectations
2	Needs Improvement
3	Meets Minimum Expectations
4	Exceeds Expectations
5	Outstanding

We are currently engaged in a process to enhance our scoring system, with the ultimate purpose of objective documenta- tion, confirming that a new hire has achieved the minimum competency required for release. Our aim is to eliminate the necessity for one-on-one conversations to assess readiness. To accomplish this, we are undertaking a revision of the scoring rubric to ensure clarity and alignment among all team members. To attain clearance for release, new hires must con- sistently demonstrate minimum competency in all relevant areas. You can now see this scoring in Power FTO.

DEFINITIONS:

****Score of 1 - Below Expectations:****
This score indicates that the performance falls significantly below what is expected. It suggests that there are major issues or deficiencies that need to be addressed.

****Score of 2 - Needs Improvement:****
A score of 2 signifies that there is room for improvement, and the performance is below expectations but not as severely as a score of 1. It suggests that there are notable issues but they may be fixable with effort.

****Score of 3 - Meets Minimum Expectations:****

This is the midpoint of your scoring system and represents the level at which performance or quality is in line with what is expected. A score of 3 indicates that the individual being evaluated is performing at the minimally expected level.

****Score of 4 - Exceeds Expectations:**** A score of 4 suggests that the performance exceeds what is expected. It implies that the individual being evaluated is doing exceptionally well and going beyond the standard requirements.

****Score of 5 - Outstanding:**** This score is reserved for situations where the performance greatly surpasses expectations. It indicates that the individual being evaluated is performing at an exceptional level, achieving outstanding results.

“What you do makes a difference, and you have to decide what kind of difference you want to make.”

~ Jane Goodall

Clinical Education vs. Clinical Improvement

What department do I need and what's the difference?

Clinical Education (CE):

Supervisor: Elizabeth Ansley

LMS Coordinator, educator: Trevor Taylor

Educator, NREMT coned coordinator: Tom Porcelli

Educator, NC State cert coordinator: Dave Garber

Educator, FTO coordinator: Heather Smith

CMED Educator: Russell Hancock

All things education (Inservice, Simulation), FTO/preceptor management and supervision, recertification (State and NREMT), New Hire equipment review, New Hire ePCR review.



Clinical Improvement (CI):

Supervisor: Nick Heasley

Cardiac Arrest/analyst: Jay Black

STEMI/analyst: Drew Williams

MIRP/analyst: Matt Soria

SOP/analyst: Alexis Pallo

CMED analyst: Michael Durham

CMED analyst: Matt Godec

Clinical questions about a call, to report errors on calls, STEMI/Cardiac questions, Cardiac arrest questions, MIRP, Incident review and analysis, Scope of Practice (Local credentialing, New hires and recertification)



THE NEW HIRE PROCESS

New hires attend two weeks of classroom training:

- Our directors, history, vision and purpose
- Expectations, Operations, Field Ops by the new hire supervisors
- Introductions to PR, CE, CI
- Scoring system, navigation, moving and lifting patients, MEDPAT, Fit testing, CVOC, MDD by Risk & Safety
- Equipment Review, ePCR review by CE
- CPM (2 days)

Begin 7 weeks of FTO time:

- Complete written SOP test between weeks 4 & 5.
- First attempt Practical SOP test at week 5.
- 2nd Practical SOP attempt, if needed at week 7.
 - 2nd attempt failure results in inability to work as EMT or paramedic for a new hire.

Completion of FTO time at 7 weeks or 2 week extension.

- Failure to receive an extension or to be released at 9 weeks results in the inability to work as an EMT or paramedic.