

**Potsdam Volunteer Rescue Squad
Three Year CME Based Recertification Program
Version 2 Updated August 2018**

Administered by:
Potsdam Volunteer Rescue Squad
NYS DOH EMS Agency #4426
Program Overview and Responsibilities

The Purpose

This program is designed to permit an active EMT to recertify to practice pre-hospital medicine as an extension of the medical director of Potsdam Volunteer Rescue, so as to limit legal liability to the EMT, Physician and Agency, to reasonably assure that the EMT maintains at least a minimal level of competency necessary for safe practice, and to protect the health and welfare of the community.

These policies will outline and direct the operations of the New York State Continuing Medical Education Based EMT Re-certification Program (CME Program), at Potsdam Volunteer Rescue. Located at 29 Elm Street, Potsdam NY 13676.

Definitions, Rules & Responsibilities:

Agency & Agency Code:

Potsdam Volunteer Rescue Squad is currently assigned the NYS DOH EMS Agency Code of 4426 and as such is recognized by the NYS DOH as a NYS certified EMS Agency.

CME Coordinator:

The CME Coordinator is a designated Member who will oversee continuing education in accordance with NYS DOH policy, as well as the Potsdam Volunteer Rescue Squad's guidelines. It is the policy of Potsdam Volunteer Rescue Squad that the President of Potsdam Volunteer Rescue will review and appoint the CME Coordinator to a renewable 3-year term. The Director of Training of Potsdam Volunteer Rescue will be appointed as Assistant CME Coordinator. In the event that the CME Coordinator is unable to complete his/her term, the President will appoint a new coordinator.

If there is a permanent change in either the Coordinator or Assistant Coordinator, the new person shall be responsible for notifying the NYS DOH within 30 days and submitting updated paperwork as required. The President of Potsdam Volunteer Rescue shall be responsible for notifying the membership of the change in status.

Roles and Responsibilities of the CME Coordinator and the Assistant CME Coordinator:

- Ensure EMTS are in good standing and compliant with the North Country Regional Emergency Medical Advisory Committee (REMAC),
- Ensure all training records are maintained and filed in accordance with Potsdam Volunteer Rescue Squad's policy and NYS DOH rules & regulations,
- Ensure that all CME Recertification training meets DOH requirements,
- Track the progress of all CME Program participants, reviewing at regular intervals with the participant their progress, and (if need be) notifying each Participant in a timely manner that they will be unable to renew their certification via CME and must complete a NYS DOH Traditional Refresher Program,
- Properly prepare, verify and submit all Potsdam Volunteer Rescue Squad CME Program paperwork to the DOH Bureau of EMS,
- Properly prepare, verify and submit all vouchers for payment to the DOH Bureau of EMS,
- Undertake other reasonable duties related to the successful recertification of Members in accordance with NYS DOH CME policies.

Medical Direction

The Potsdam Volunteer Rescue Squad CME Program Medical Director; under normal circumstances, assumes the roles and responsibilities as outlined below.

Roles & Responsibilities of the Medical Director:

- Ensure that the training classes and training courses that are held by Potsdam Volunteer Rescue Squad are appropriate and pertain to emergency medical services,
- Ensure that the content and material presented for training is medically sound and pertinent to the curriculum (in concert with the training officer and/or CIC),
- Establish the procedures within the Potsdam Volunteer Rescue Squad CME Program for evaluating and attesting to a participant's continued skill competency and shall include all skills as outlined by the NYS DOH,
- Receive notification when a participant has a status change from this program,
- Ensure that all paperwork submitted to the DOH Bureau of EMS for recertification and or other business pertaining to the CME Program shall be within the policies and guidelines of the CME Program (in concert with

the CME Coordinator, the Assistant CME Coordinator and Potsdam Volunteer Rescue Squad Management).

- Work with Potsdam Volunteer Rescue Squad personnel to strive to provide consistency of pre-hospital emergency medical care across all of Potsdam Volunteer Rescue's primary service areas in the Towns of Potsdam, West Stockholm, and West Potsdam, in mutual aid districts, special events (athletics, stand-by), transports to other facilities, and events that take EMTs to provide services in other jurisdictional areas.
- Understands that his/her contact point into the Potsdam Volunteer Rescue Squad CME Program is the CME Coordinator, and secondarily, the Assistant CME Coordinator, and that the CME matters should come before the Medical Director (MD) only via the CME Coordinator, and/or the Assistant CME Coordinator and should any CME matter come before the MD by other means, the MD will contact the CME Coordinator or the Assistant CME Coordinator before taking any action on the matter.

Program Participant:

Program participants are any Potsdam Volunteer Rescue Squad member or employees that are eligible for and have enrolled in the CME Program.

- Participant must remain in good standing with Potsdam Volunteer Rescue Squad and the respective REMAC and have remained in "**continuous practice***" (as defined below).
- Members who choose to participate must complete a Participant Registration Form (DOH 4226). This form must be turned into the CME Coordinator for submission to the DOH.
- Program participants must be either fulltime operational members or part-time operational members providing medical care.

Transfer of Records (in and out):

Transferring IN:

In the event a new member joins the Potsdam Volunteer Rescue Squad and is a participant in the NYS CME Program with another agency but wishes to transfer to Potsdam Volunteer Rescue Squad, he or she may participate by first completing a registration form (DOH 4226). This form must be turned in to the CME Coordinator. A copy will be filed in the participant's training file and the original filed with the Department of Health Bureau of EMS. The transferring participant must:

1. Provide on previous agency letterhead, verification from their CME coordinator all education topics and hours earned that can be tracked from that agency's training records.
2. Copies only (not originals) of training certificates, topic outlines, and attendance records to be included with verification letter.

Transferring OUT:

An EMT who is currently participating in the CME program with Potsdam Volunteer Rescue Squad and wishes to transfer their participation to another agency can request and will receive from the CME coordinator a letter on

Potsdam Volunteer Rescue Squad letterhead outlining all training within that participant's training file, including topics of study, hours earned, and skill practice. The participant may copy any and all training files as needed. The participant transferring out **CAN NOT** take with them the original training documents.

***"Continuous Practice"**

Participation in the New York State DOH Bureau of EMS 3-year CME recertification program requires that a participant remain in continuous practice. Continuous practice is defined by Potsdam Volunteer Rescue Squad as a NYS DOH certified EMT/AEMT/AEMT-CC/Paramedic who, in addition to participating in continuing medical education, also responds to emergency and/or non-emergency requests for medical assistance representing Potsdam Volunteer Rescue Squad and on a routine basis provides pre-hospital patient care and out of hospital transport care within their scope of practice as defined by Article 30 PHL and Title X NYCRR Part 800 during the recertification cycle up to and including the period of time that the recertification application has been submitted.

Proof of active participation with patient care must be verifiable through run reports and PCRs within the 3-year cycle prior to recertification. Participation requires that members participating in the CME recertification process are current in training for agency-wide skills and protocols at their operational level as mandated by the Chief.

Removal from the CME Recertification Program:

Any Member's participation in the CME Program may be restricted or revoked at anytime with cause.

Reasons for restricting, suspending, or revoking participation in the CME Recertification Program may include, but is not limited to, any of the following:

- Falsifying CME records, such as: Classes attended, Duration of classes attended, Topic of classes attended, etc.,
- Failure to demonstrate proficiency at a skill after sufficient remediation,
- Failure to complete assignments for any CME class,
- Failure to participate in sufficient CME classes, topics, or evaluations,
- Insubordination related to the CME Recertification Program only,
- Dishonesty related to the CME Recertification Program only,
- Inappropriate conduct during a CME class, lab or evaluation,
- Change of status in members (change to "inactive" or resignation from Potsdam Volunteer Rescue Squad.),
- Failure to meet defined "**continuous practice**",
- Failure to remain in good standing with North Country REMAC,
- Failure to demonstrate proficiency in the field.

If a Program Participant is removed from the CME Recertification Program for any of the above reasons, the EMT is ultimately responsible for the maintenance of their NYS EMT certification. It is understood that an EMT may not and will not practice without current NYS DOH certification. It is the responsibility of the EMT to refresh their certification by any other appropriate means. The CME Coordinator will assist the EMT in determining and initiating other available options.

A *Participant Withdrawal Form* will be completed with cause for termination from program noted and placed in participant's file folder.

Expiration Dates:

- Is the date affixed to the NYS DOH EMT Certification Card, which denotes the end of the EMT's certification?
- Participants are ultimately responsible for maintaining NYS EMT certification and monitoring the expiration date of that certification.
- The CME Coordinator will also monitor the expiration dates of the participant's certification. However, preparing for recertification by any means remains the responsibility of the EMT cardholder.

Potsdam Volunteer Rescue Squad and the CME Coordinators will assist individuals achieve recertification.

- The CME Coordinator and the Assistant Coordinator will run a query each/every month to determine the expiration dates of participants and notify members of expiration dates that expire in the next 180 days.
- Every EMT regardless of their CME Program participation is notified as to exactly how many days are remaining on their certifications.

CME Program Paperwork:

Agency Registration Form — (NYS DOH 4227)

Application for Potsdam Volunteer Rescue Squad to participate in the CME Program.

Participant Registration Form — (NYS DOH 4226)

This is completed when an EMT meets the requirements as defined by the NYS DOH and this agency to participate in the CME program. A copy is kept on-file by the CME Coordinator while the original (original ink signatures) is submitted by the CME Coordinator to the NYS DOH.

Recertification Forms — (NYS DOH 5065, 5067, 5066, 4231)

These are the actual applications for renewal of certification. Each form is for a different EMT level. These are submitted to the NYS DOH when a participant has completed the requirements of the CME Program and is applying for recertification. The original form (with original ink signatures) is submitted by the CME Coordinator to the NYS DOH, with a copy kept on-file.

Vouchers (AC-3253s)

For agency use only. Vouchers are managed by the Potsdam Volunteer Rescue CME Program Coordinator.

Administrative Program Participant Form (NYS BEMS)

This form (found at the end of the NYS DOH CME Program Administrative Manual) is read and signed by each Program Participant when joining the CME Program, and is filed in the participant's training file.

Submission of Applications for Recertification:

Applications for recertification may be submitted to the NYS DOH up to nine (9) months before the applicant's certification expires.

Applications for recertification must be postmarked to the NYS DOH no later than 45 days prior to the applicant's certification expiration date. As such, to allow time for Potsdam Volunteer Rescue Squad to complete and process the application, participants must complete all CME Program requirements at least 65 days prior to expiration of certification.

The Potsdam Volunteer Rescue CME coordinator may refuse to process an application for recertification if a participant does not submit all documentation prior to the 65-day requirement.

Application process:

Potsdam Volunteer Rescue membership orientation package for new EMTs includes Participant Registration Form — (NYS DOH 4226). New members with existing EMT credentials will be given the option to register with the CME program when joining. The Participant Registration Form will be submitted to the CME Program Coordinator.

CME Coordinator meets with EMTs annually to explain the recertification through CME program versus the taking of an NYS EMT refresher course and review and explain the training and education requirements per practicing level of care.

The CME Coordinator will assist EMTs with completion of the appropriate forms (level of certification) to enroll in program. Forms include DOH-4226, DOH-5065, DOH-5067, DOH-5066, and DOH-4231.

Working with participants, the CME Coordinator will establish each participant's file and make copies of any current certifications applicable to program.

The CME coordinator will map out a plan with enrollees to accomplish goals in a reasonable time table.

The CME coordinator and/or Training Manager will provide periodic communications during the application process to review and advise a participant on what is lacking to complete requirements for complete recertification documentation.

The CME Coordinator will then present the completed application and supporting documents to a CIC (EMT-B) and/or Medical Director (AEMT/AEMT-CC/Paramedic) for review. Once the CME Coordinator or Assistant CME Coordinator, CIC, and, if required, the Medical Director agree that the participant has completed all requirements for recertification, all appropriate reviewers will sign the application.

The CME Coordinator will submit the application for recertification to the NYS DOH. The application package shall be postmarked no later than 45 days prior to the participant's current EMT certification expiration date.

Late Application Submissions:

In the possible event that an application may require late submission to the NYS DOH; Potsdam Volunteer Rescue will **CONSIDER** the submission of late CME Program paperwork **ONLY** in the event of a medical or unavoidable circumstance that made an on - time submission impossible. The issue must be documented as per Potsdam Volunteer Rescue policies, and final determination on whether or not to submit the late paperwork rests with the Chief line officer in consultation with the CME Program Manager. The Board will not submit an application for an individual whose certification has lapsed.

Record / File Maintenance

EMS Personnel and CME Participant Records will be kept in a secure, fire-resistant filing cabinet that is kept locked at all times. This cabinet shall be located in Potsdam Volunteer Rescue's Administration Office. Access to the files shall be strictly limited to the Board of Directors, CME Program Coordinator/Director of Operations, Assistant Program Coordinator/Training Director.

"Active" Records will be filed in alphabetical order with different colored folders for each EMT certification level. A master list of CME Program participants will be maintained in a separate file folder in the front of file for quick reference. Additionally, the individual program participant's file folder will be flagged in such a manner as to easily identify that individual as a program enrollee.

"Inactive or Archived" Records will be maintained in a separate section in the rear of the cabinet drawer will be set aside for employees/participants who become inactive or who resign from Potsdam Volunteer Rescue. A divider partition will be utilized for separation of these records. These records will be considered "archived". Records recently placed in this area may be re-activated and moved back to "Active" file section as required. (As Potsdam Volunteer Rescue adds employees/members, a separate file cabinet drawer may be necessary and will be labeled appropriately.)

- "Archived" Records will be maintained for a period of not less than seven years.
- After such time has expired, these records will destroyed by appropriate shredder methods before final disposal. A Written log of records to be destroyed shall be maintained that clearly states what is being destroyed and applicable dates. Before such records are destroyed, the Board of Directors must approve the action at a regular Board of Directors meeting and must note this action by resolution recorded in the official meeting minutes.
- Records may be reviewed by any employee/participant by contacting the CME Coordinator only. In his/her absence, the Assistant CME Coordinator may conduct the review. A mutually agreeable appointment time and date will then be arranged for the review. Sufficient notice must be afforded to both parties involved. A written log should be made of such reviews/meetings and kept in a secure file folder.
- No Records will be taken from the Potsdam Volunteer Rescue Operations office at any time. Copies of records may be made, but such records are given only to the employee/participant and must pertain solely to the individual employee's/participant's records.

Record Audits:

Audits of training records shall occur at least twice per calendar year. These audits shall be conducted by the CME Coordinator and documented.

Training

The CME program is designed to ensure EMS healthcare providers remain proficient in their skills and are able to provide competent patient care by undertaking continuous training in a variety of different ways.

Program participants who wish to apply non-specific or non-traditional training to their CME Program must obtain preauthorization from the CME Coordinator/Assistant Coordinator prior to attending, completing and or receiving credit for such training. The CME Coordinator/Assistant Coordinator must be given sufficient time to research the training by checking with the Medical Director and NYS DOH.

"Core" Refresher Training:

Each level of EMT is required to complete a specific number of "Core" Refresher Training hours and topics, as specified in the NYS CME Program Administrative Manual. This training must be overseen by an appropriately credentialed NYS Certified Instructor Coordinator (CIC).

On line (Internet) Training:

Participants have access to a wide variety of subjects in the EMS field to accomplish their goal of continuing education during recertification at his/her leisure by utilizing educational materials available through self study such as internet (On-line) education. While doing on-line training, the participant will broaden their knowledge base and gain valuable tools to utilize during emergency situations. All self study training including On-line CME's are limited in the number of CME hours that can be utilized.

- A maximum of 50% of the total Core Refresher CME's can be self study.
- A maximum of 50% of the Non-Core Additional requirements can be self study.
- On-line Skills practice can not be applied towards CME recertification.
- All self study CME's must be authorized by CME Coordinator with the approval of the Medical Director and NYS DOH.

Participants should contact the CME Coordinator prior to commencing any online training.

Payment for training courses:

"Core" Refresher Training classes are provided by Potsdam Volunteer Rescue at no expense to the participant EMT.

Unless otherwise advertised or pre-arranged, any tuition or monies needed for enrollment in training, lab session, skills review, textbooks, or any other training material that is not provided as "Core" Refresher Training by Potsdam Volunteer Rescue is the sole responsibility of the Program Participant.

Acceptable "Non-Core" Additional Continuing Education Material:

Material that is acceptable for "Non-Core" continuing education is any EMS relevant and patient care related education that builds upon current knowledge, or introduces new material. This material must be pertinent and verification of its relationship to the Emergency Medical Services is required. This material may include:

- Topics that are relevant to the Emergency Medical Services,
- Didactic study that includes periodic evaluations,
- Introduction of new material, procedures, protocols, or research on existing medical topic,
- Scenario based review and call management,
- Performing research on a related topic,
- Instructing a course or class on a related topic,
- Other such academic activity as pre-approved by the CME Coordinator/Assistant Coordinator.

For continuing education to be credited to a participant, the class or CME hours must:

- Contain objectives,
- Have direct relevance to EMS,
- Be approved by a NYS CIC and Potsdam Volunteer Rescue's CME Coordinator,
- Provide CME hours that are available to all providers,
- Provide posted or advertised hours via normal channels for training.

Material from any outside CME session outside the agency must accompany the participant's CME record for verification. That material must include: Proof of content, Proof of attendance, and Proof of participation.

Skill Competency Verification

Each EMT must demonstrate proficiency in the skills outlined in the NYS CME Program Administrative Manual. Skills can be verified in three ways:

- Direct observation and documentation by CME Coordinator or Assistant CME Coordinator using DOH practical skill evaluation sheets,
- Documentation via quality assurance and quality improvement program and reviewed for application to participant,
- Direct observation of patient care skills on EMS calls by an approved preceptor (an EMT with at least 2-years' experience at the same or higher practice level).

Certification Verification

Any official document (card, certificate, verification letter, etc.) presented to the CME Coordinator or the Assistant CME Coordinator as evidence of completed training must be the original, unaltered, document. Copies, unless they are official copies and issued by the training provider, (for example electronic certificates issued by training provider) will not be accepted.

All documents must be verifiable. Any document which the CME Coordinator cannot authenticate by directly contacting and verifying with the document's issuer will not be accepted. Documents include, but are not limited to:

- NYS DOH EMT Certificates
- CPR / ACLS / AHA / NAEMT / CAPCE Certificates/Credentials
- CME Credit Verification Letters

- Any other appropriately verified document.

Documentation of Non-Certificate Training

For training that does not lead to certification, NYS DOH requires proof of attendance (prove you were there), participation (pre/ post test results), course materials, and content (e.g., curriculum outline). Documentation should include: Date of training, scheduled hours, title, outline of the topics covered, references used, instructor name & credentials, time EMT arrived at presentation and time EMT left presentation. Such documentation may include:

- Copy of Training Announcement,
- Copy of Hand outs,
- Copy of Pre/Posttests,
- Copy of Sign in/out Sheets,
- Copy of slide presentation,
- Copy of anything produced in Small Group Activities,
- Self-Documentation (as approved by the CME Coordinator),
- Anything else to help fulfill the minimum documentation elements.

Potsdam Volunteer Rescue reserves the right not to accept documentation that is inaccurate, incomplete, altered in any manner, or untimely, and to refuse credit to participant for such training.

National Registration

Participants who maintain National Registry Certification may keep official documentation on their National Registry portal until such documentation is needed to be assembled for New York State recertification procedures. At any time, the CME Coordinator may request to review any and all National Registry CME documentation. An updated, printed copy of the National Registry Professional Transcript must be maintained in the Participant's training file.

Periodic Policy Review

The CME Coordinator and /or Assistant CME Coordinator will review this policy and the entire Potsdam Volunteer Rescue CME Program annually (no later than December 31st of each calendar year). The results of this annual review will be brought before the Potsdam Volunteer Rescue Squad Board of Directors at their first meeting following this review. At which time, the Board may make any necessary suggestions or changes to improve the Program.

Grievance Process

Potsdam Volunteer Rescue Squad is responsible for managing and resolving disputes, complaints, or problems that arise from taking, assigning, or refusing a Participant's CME hours. Grievances are to be documented, including the steps taken toward resolution and a copy of the documentation will be forward to the Chief Line Officer to review, filing, and any appropriate follow-up.

Potsdam Volunteer Rescue Squad will consider issues involving CME use if, after diligent efforts, the student, instructor, and CME Coordinator (initially) and the CIC (secondarily) are unable to resolve the problem. Complaints must be submitted in writing to the Chief Line Officer. Complaints may be submitted by a student who attended the instruction during which the problem arose, an

instructor, faculty member, or CIC with information regarding the problem, or an agency volunteer or staff person with information regarding the problem.

Once reviewed by the Chief Line Officer and after attempts are made to resolve the problem, Potsdam Volunteer Rescue Squad will review the problem and propose corrective actions (CQI) to prevent such issues from occurring again.

Approval:

CME Coordinator:

Name _____ Date _____

Sign _____

President/Chief/Director of Operations

Name _____ Date _____

Sign _____

Medical Director

Name _____ Date: _____

Sign _____