MUNSON MEDICAL CENTER – REGIONAL EMS EDUCATION

This catalog is in effect for Fall 2015 thru Summer 2016. We reserve the right to change the information provided in this publication without notice. For the most up to date information, please visit www.nwemsinfo.org
PROGRAM GOALS

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

**Advanced Emergency Medical Technician:** “To prepare competent entry-level Advanced Emergency Medical Technician in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.”

ACCREDITATION STATUS

"The Munson Medical Center’s Paramedic program has been issued a Letter of Review by the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP). This letter is NOT a CAAHEP accreditation status; it is a status signifying that a program seeking initial accreditation has demonstrated sufficient compliance with the accreditation Standards through the Letter of Review Self Study Report (LSSR) and other documentation. Letter of Review is recognized by the National Registry of Emergency Medical Technicians (NREMT) for eligibility to take the NREMT's Paramedic credentialing examination(s). However, it is NOT a guarantee of eventual accreditation.

To contact CoAEMSP:
8301 Lakeview Parkway
Suite 111-312
Rowlett, TX 75088
214-703-8445
FAX 214-703-8992
www.coaemsp.org”

Munson Medical Center
Munson Regional EMS Education

**Address:**
1105 Sixth St
Traverse City, MI 49684
www.nwemsinfo.org

**Physical Location:**
550 Munson Ave
Traverse City, MI 49685

**Other Locations:**
Occasionally classes are held at other locations. Please contact us for more details.

**Faculty:**
MREMSE and NMCA Manager: Daryl Case EMT-P, I/C; 231-935-7832; dcase2@mhc.net
Medical Director: Dr. Robert Smith, M.D.; rsmith12@mhc.net
Program Director: Lee-ellen Brown, BHSA, EMT-P, I/C; 231-935-7844; lbrown3@mhc.net
Department Assistant: Karen Gleason, 231-935-7841; kgleason@mhc.net

MREMSE does not discriminate on the basis of race, color, sex, national origin, disability, sexual orientation, religious preferences, or age in its educational programs, activities, admission procedures or employment practices as required by Title VI of the Higher Education Amendments, Title IX of the Civil Rights Act, Section 501 or the Rehabilitation Act and the Americans with Disabilities Act of 1990. Reasonable accommodations will be made for those with disabilities.
Academic Calendar

(Subject to change, please visit www.nwemsinfo.org for the most up to date information)

**Fall Quarter 2015**
Registration Begins:  March 1, 2015  
Tuition Due:  September 28, 2015  
Classes Begin:  September 28, 2015  
No classes:  November 26, 2015 – Thanksgiving Holiday  
Classes End:  December 18, 2015

**Winter Quarter 2016**
Registration Begins:  June 1, 2015  
Tuition Due:  January 4, 2016  
Classes Begin:  January 4, 2016  
Classes End:  March 11, 2016

**Spring Quarter 2016**
Registration Begins:  September 1, 2015  
Tuition Due:  March 21, 2016  
Classes Begin:  March 21, 2016  
Classes End:  May 27, 2016

**Summer Quarter 2016**
Registration Begins:  January 1, 2016  
Tuition Due:  June 6, 2016  
Classes Begin:  June 6, 2016  
No classes:  July 4, 2016 – Fourth of July  
Classes End:  August 31, 2016
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Welcome to the Munson Regional EMS Education (MREMSE) program! We are pleased to have you as a student. Munson Regional EMS Education provides EMS education programs that serve the Northwest Lower Michigan region. The Michigan Department of Health and Human Services has approved our program since 1999. We possess an excellent overall pass rate for our students and we continually strive to improve the quality of our program. We are confident that through MREMSE you will receive an excellent course to begin or advance your education in emergency medical services.

MREMSE is a non-profit department of Munson Medical Center, and has excellent faculty members with a wide range of knowledge. As such, we strive to uphold the high standards of Munson Medical Center as a regional referral center that has received the prestigious Top 100 Hospitals award many times. Munson values their patients and family members, their employees, the communities we serve, and the students who come into our program. You are working toward becoming a medical provider who will care for patients that may arrive at Munson, so we want to ensure you receive excellent training so you can also provide excellent care! At MREMSE, we strive to uphold the values of Munson Healthcare -- stewardship, patients, people, compassion, accountability, and respect. See the appendix for a description of the Munson Healthcare values.

Not only is MREMSE an approved training center for American Heart Association courses, we have been issued our Letter of Review (LoR) through the Commission on Accreditation of EMS Programs (CoAEMSP) for our Paramedic Programs.

We wish to provide you with an excellent educational experience. As with any course you may take, you must put a great deal into the experience to get the most from it. Together, we can give you the strong start you need to enter and excel in the challenging career of emergency medical services. Again, welcome to the program. Let us know what we can do to make your learning experience the best!

Sincerely,

Daryl L Case, EMT-P, EMS I/C, FF I/C
Manager
Munson Regional EMS Education
Northwest Regional Medical Control Authority
Program Information

Degrees and Certificates

In compliance with Michigan Department of Health and Human Services (MDHHS) the following programs will be issued a certificate upon successful completion of all requirements of the program:

Emergency Medical Responder (EMR / MFR)
Emergency Medical Technician Basic (EMT-B)
Advanced Emergency Medical Technician (AEMT / EMT-S)
Paramedic (EMT-P)
RN to EMT
RN to Paramedic
Instructor Coordinator

In addition to the Paramedic certificate, the successful licensed paramedic graduate will be able to apply 43 credits at Northwestern Michigan College in the Associates of Applied Science (AAS) – Paramedic. The graduate will then be required to complete approximately 15 NMC credits to obtain the AAS-Paramedic degree.

Upon successful completion of the American Heart Association courses, the participant will be issued an AHA certification card.

Course Learning Styles

Traditional
Munson Regional EMS Education has a variety of learning options. Most of our courses offer a traditional classroom with laboratory experience.

Hybrid
Some of the courses are hybrid, which features an online classroom in order to complete some of the required “lecture” hours.

Clinical
Most courses will required a clinical time, which is done at our local EMS agencies and the departments within Munson Medical Center. During this time the students will use their skills on live patients under the supervision of a field preceptor.

(Please refer to the course descriptions for more information)
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Transfer Policies

Munson Regional EMS Education does not allow the transfer of any credits or programs. MREMSE requires that ALL hours be done during the course to which the student has applied for. We do not recognize any other EMS Education programs.

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Admission Policies

It is the policy of MREMSE to admit all qualified students on a first-come, first served basis, unless specific entry criteria are published with the course announcement for a specific program. In instances where there are more students applying for a course than available seats, specific selection criteria will be used. These criteria may include written testing, skills testing, and oral interviews. In these cases admissions will be determined based on the input of a selection panel, to include the MREMSE Manager, the Medical Director, Program Director and the lead instructor of the course. MREMSE does not accept previous work/credit from other EMS educational institutions.

MREMSE does not discriminate (see MREMSE Non-discrimination Policy). To be deemed a qualified student, the pre-requisites must be met as listed in the course descriptions.
Course Descriptions

Emergency Medical Responder
Pre-requisites: 18 years of age (or be 18 prior to the state licensing exam)

This course provides the fundamental knowledge and skills needed in order to function in a first responder role with a rescue or other first response unit. Topics covered include medical-legal aspects, patient assessment, basic life support, AED, and pre-hospital care of medical emergencies and trauma. During practical training students will be exposed to physical activity such as lifting and moving of patients. Students successfully completing this course will be eligible for National Registry testing to achieve the State of Michigan EMR / MFR licensure.

Class hours: 84
Clinical hours: N/A
Cost: $690 includes all fees

This course is offered at minimum once a year starting in the fall. It is also run as demand increases.

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Emergency Medical Technician (EMT-B)
Pre-requisites
- BLS certification
- Immunizations: Hep. B, MMR, Polio, Tetanus, Varicella, Flu, & TB Skin Test
- Professional liability insurance
- High school diploma or GED (Must be 18 to take the National Registry Exam).
- Background Check (an individual is precluded from providing clinical privileges due to a criminal record pursuant to MCL 333.20173a.)

This course will provide the fundamental knowledge for an entry-level position as a basic EMT. Topics covered include medical-legal issues, basic anatomy, patient assessment, basic life support, vehicle extrication, and pre-hospital care of medical and trauma emergencies. This course requires clinical experience, in which a student may be exposed to hazardous materials, communicable disease, lifting and moving of patients and more. **Saturday sessions are required** as determined by the instructor in the course schedule. Students successfully completing this course will be eligible for the National Registry of EMT examination.

Class hours: 252
Clinical hours: 40
Cost: $1050.00 includes all fees

This course is offered at minimum once a year starting in the fall. It is also run as demand increases.
Advanced Emergency Medical Technician (AEMT / EMT-S)

Pre-requisites

- EMT license and a minimum of 25 emergency prehospital patient contacts.
- BLS certification.
- Professional liability insurance.
- High school diploma or GED (Must be 18 to take the National Registry Exam).
- Background Check (an individual is precluded from providing clinical privileges due to a criminal record pursuant to MCL 333.20173a.)

Topics covered include medical-legal issues, basic anatomy, patient assessment, basic life support, vehicle extrication, and pre-hospital care of medical and trauma emergencies. Students will also have an introduction to advanced life support, covering topics such as medication administration, fluid resuscitation and other skills that are included in the AEMT scope of practice. A minimum of 85 hours of clinical/observation time is required in addition to the scheduled class time. During clinical experiences students may be exposed to hazardous materials, communicable disease, lifting and moving of patients and more.

Class hours: 96
Clinical hours: 85
Cost: $775.00 must purchase text books, platinum education testing/skills tracker, and uniforms

This course is offered at minimum once a year starting in the fall. It is also run as demand increases.

Paramedic

Pre-requisites

- 3 yrs. with an EMT license or a minimum of 200 emergency prehospital patient contacts.
- BLS certification.
- Professional liability insurance.
- High school diploma or GED (Must be 18 to take the National Registry Exam).
- COMPASS test.
- Background Check (an individual is precluded from providing clinical privileges due to a criminal record pursuant to MCL 333.20173a.)
This course will provide the fundamental knowledge for an entry-level position as a Paramedic. Topics covered include medical-legal issues, basic anatomy/physiology, patient assessment, advanced life support, vehicle extrication, and pre-hospital care of medical and trauma emergencies. During clinical experiences students may be exposed to hazardous materials, communicable disease, lifting and moving of patients and more.

**Class hours:** 589 (95 hrs. online)  
**Clinical hours:** 672  
**Cost:** $7500.00 includes all fees

**This course will start on the first Monday in June every year.**

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**RN to EMT**

**Pre-requisites**

- RN license  
- BLS certification  
- Immunizations: Hep. B, MMR, Polio, Tetanus, Varicella, Flu, & TB Skin Test  
- Professional liability insurance  
- High school diploma or GED (Must be 18 to take the National Registry Exam).  
- COMPASS test  
- Background Check *(an individual is precluded from providing clinical privileges due to a criminal record pursuant to MCL 333.20173a.)*

This course will provide the fundamental knowledge for an entry-level position as a basic EMT. Topics covered include medical-legal issues, basic anatomy, patient assessment, basic life support, vehicle extrication, and pre-hospital care of medical and trauma emergencies. This course requires clinical experience, in which a student may be exposed to hazardous materials, communicable disease, lifting and moving of patients and more. Upon completion of the program, the RN will be eligible to challenge the National Registry Examination. RN's passing the National Registry Examination is eligible to apply for licensure with the State of Michigan.

**Class hours:** 65 (21 hrs. online)  
**Clinical hours:** 24  
**Cost:** $450.00 students must also purchase textbooks, Platinum Education testing/skills tracker and uniforms.  
**This course is only offered based on demand. Please call our office for more information.**
RN to Paramedic

Pre-requisites

- RN license
- Previous or current EMT license from the State of Michigan
- BLS certification
- Immunizations: Hep. B, MMR, Polio, Tetanus, Varicella, Flu, & TB Skin Test
- Professional liability insurance
- High school diploma or GED (Must be 18 to take the National Registry Exam).
- COMPASS test
- Background Check  *(an individual is precluded from providing clinical privileges due to a criminal record pursuant to MCL 333.20173a.)*

This course will provide the fundamental knowledge for an entry-level position as a Paramedic. Topics covered include medical-legal issues, basic anatomy/physiology, patient assessment, advanced life support, vehicle extrication, and pre-hospital care of medical and trauma emergencies. During clinical experiences students may be exposed to hazardous materials, communicable disease, lifting and moving of patients and more. Upon completion of the program, the RN will be eligible to challenge the National Registry Examination. RN's passing the National Registry Examination is eligible to apply for licensure with the State of Michigan.

**Class hours:** 138 (46 hrs. online)

**Clinical hours:** 48 plus 50 calls as a team leader during the internship.

**Cost:** $850.00 students must also purchase textbooks, Platinum Education testing/skills tracker and uniforms.

**This course is only offered based on demand. Please call our office for more information.**
AHA Courses (Descriptions are taken from the AHA website)

First Aid
Heartsaver® First Aid is a classroom, video-based, instructor-led course that teaches students critical skills to respond to and manage an emergency in the first few minutes until emergency medical services (EMS) arrives. Students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies.

Heartsaver CPR
Heartsaver® CPR AED is a classroom, video-based, instructor-led course that teaches adult CPR and AED use, as well as how to relieve choking on an adult. This course teaches skills with AHA’s research-proven Practice-While-Watching (PWW) technique, which allows instructors to observe the students, provide feedback and guide the students’ learning of skills.

BLS for Healthcare Provider
In this classroom-based course, healthcare professionals learn to recognize several life-threatening emergencies, provide CPR to victims of all ages, use an AED, and relieve choking in a safe, timely and effective manner.

Advanced Cardiac Life Support
Pre-requisites: BLS certification
ACLS is an advanced, instructor-led classroom course that highlights the importance of team dynamics and communication, systems of care and immediate post-cardiac-arrest care. It also covers airway management and related pharmacology. In this course, skills are taught in large, group sessions and small, group learning and testing stations where case-based scenarios are presented.

Pediatric Advanced Life Support
Pre-requisites: BLS certification
Pediatric Advanced Life Support (PALS) is a classroom, video-based, Instructor-led course that uses a series of simulated pediatric emergencies to reinforce the important concepts of a systematic approach to pediatric assessment, basic life support, PALS treatment algorithms, effective resuscitation and team dynamics. The goal of the PALS Course is to improve the quality of care provided to seriously ill or injured children, resulting in improved outcomes.
Advanced EMS Educator / Program Director – Paramedic Program: 
Lee-ellen Brown BHSA, EMT-P, I/C 231-935-7844

MREMSE Manager / Course Coordinator: 
Daryl L Case, EMT-P I/C, 231-935-7832

MEDICAL DIRECTOR: 
Robert L. Smith, M.D. 231-590-9876 or contact the MREMSE Manager.

The MREMSE Educator and Coordinator are available during regular business hours to discuss matters related to the course. The lead instructor will be available before, during, and after classroom sessions for questions or comments. The lead instructor may also be contacted via telephone and email, and a return reply may be expected within a reasonable time frame.
Academic Dishonesty and Theft

High standards of honesty, integrity, and ethics are expected of all MREMSE faculty and students. Students are expected to conduct themselves in a professional manner at all times in classroom and clinical environments. Charges of unprofessional behavior or misconduct will be documented in writing and reviewed with the student, the instructor or preceptor making the charge, the lead instructor, the program sponsor, and the medical director. Appropriate actions will be taken as determined by the lead instructor, program sponsor, and medical director and can include dismissal from the program based on unsatisfactory conduct.

Academic integrity requires that work for which a student receives credit must be entirely the result of the student’s own effort. Academic dishonesty includes cheating, copyright violations, plagiarism, fraud, falsification of records or scores, selling, providing, or using exams or quizzes from previous courses, and much more. The lead instructor, the program sponsor, and/or the medical director will immediately suspend any student committing academic dishonesty in any form from the program pending review. Any student determined to have stolen from the program sponsor, the course site, a clinical environment, or other location while performing clinical or classroom time will be immediately discharged from the program and may face criminal prosecution after notification of law enforcement when indicated.

Academic Guidance Procedure

EMS education is challenging! At times, and for many reasons, students will encounter difficulties maintaining a good standing in the course. MREMSE wants all students to succeed and will work with students to a reasonable degree to assist them in meeting course standards. This guidance procedure spells out the process that will be followed for providing academic guidance to students. Students may request academic counseling at any time by contacting their course lead instructor or the MREMSE course coordinator. Students may review their course grades with the lead instructor at any time upon request.

Instructor/student meetings -- The course lead instructor will meet with each student individually to review the student’s academic standing once during each semester, and more often as the need dictates. The instructor will briefly document these meetings and a copy kept in the student’s file. Meetings will include a review of student grades, strengths, weaknesses, and progress in the program. Students may request to
review this documentation, and may place a written documentation of their own in their file.

**Guidance** -- Students will be advised of areas in which they should focus their study and preparation activities. Most students will already be aware of their weaknesses and areas for additional study. Instructors can assist students in identifying methods and resources that may be useful for additional learning. In addition, students may request a guidance meeting to discuss other course-related issues, such as clinicals, student interpersonal relationships, and more. The instructor will also briefly document these meetings.

**Procedure:**
1. Meetings will occur with each student on a schedule determined by the Instructor.
2. Students may contact the lead instructor to request an additional meeting. This meeting will be arranged for a mutually agreed-upon time and place as soon as reasonably feasible for both parties.
3. If a student desires additional information or guidance, the lead instructor will contact the MREMSE manager for additional assistance. At the discretion of the manager, the medical director or additional outside resources may be called upon.
4. The student may at any time appeal an unfavorable evaluation or other issue by following the Student Appeals Process.

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**Attendance**

It is expected that the student be in attendance at **all** class sessions and scheduled clinical time. Important material is presented at each class session. Good attendance is crucial to the student’s success. Students with poor attendance are usually not successful in EMS courses! The lead instructor and sponsor will carefully monitor attendance. Students will be permitted to miss a minimal number of class sessions and scheduled clinical time for the entire program. **Attendance can and will affect your grade!** The student is **expected to notify the lead instructor if he/she is expecting to miss a scheduled session.**

The student will be responsible for any “make up” homework that the lead instructor deems necessary. Excused absence is defined as those that are reported to the instructor **PRIOR** to the classroom or clinical session, with an acceptable reason. Unexcused absents will be dealt with in the following manner:

- 1st offense – treated as excused.
- 2nd & 3rd offense - verbal warning, reduced to writing.
- 4th offense – written warning, notice of possible probation.
• 5th offense – After the 5th tardy, the student will be placed on academic probation and will be required to meet with the course coordinator, the manager and the Medical Director. This meeting will determine if the student will be removed from the program for unsatisfactory attendance.

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Tardiness

Today’s busy lifestyles make occasional tardiness unavoidable. However, excessive tardiness cannot be permitted. Students will be permitted to arrive late at a minimal number of class sessions and scheduled clinical time for the entire program. Classroom sessions will begin on time and the student is expected to be in class, unless prior arrangements have been made with the instructor.

• 1st offense – treated as excused.
• 2nd & 3rd offense – verbal warning, reduced to writing.
• 4th offense – written warning, notice of possible probation.
• 5th offense – After the 5th tardy, the student will be placed on academic probation and will be required to meet with the course coordinator, the manager and the Medical Director. This meeting will determine if the student will be removed from the program for unsatisfactory attendance.

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Cancellations

The lead instructor will maintain a contact list for notifying students of cancellations. Cancellation notices will also be noted on the lead instructor’s voice mail (if applicable) and the MREMSE manager’s voice mail. Do not assume that if schools are closed due to weather, the course session will also be cancelled. The instructor and sponsor will make the determination of cancellation for any days with inclement weather and every effort will be made to contact all students. If you are uncertain about weather conditions, do not start out for class until you know for sure if class will be held. Email will be the primary method of notifying students of changes to the class times and/or days. Students are strongly encouraged to have email and to check it frequently and no later than 2 hours before class for information regarding any changes to the course.
Clinical Requirements

Experiencing what you learn in an EMS education course in a clinical setting is an essential part of your training. The key to EMS education is the ability to apply what you have learned. Therefore, for all courses basic EMT and higher include clinical experience requirements. Emergency Medical Responder (EMR / MFR) courses have no clinical requirement. General clinical requirements are as follows:

- **Basic EMT:** Approx. 40 hours, EMS, ED & Nursing Home.
- **Advanced EMT:** Approx. 80 hours, EMS, & ED.
- **Paramedic:** Approx. 500+ hours, EMS, ED, Nursing Home, OR, Cardiac Cath Lab, ICU, peds, psych, maternity, and more.

**NOTE:** Paramedic students are also required to complete a field internship of at least 264 hours (50 Team Lead calls).

Additional information about your required clinical experience is provided in the clinical handbook for your course.

Criminal History

The student is advised that some felony and misdemeanor convictions (or a previous health care license revocation/suspension) may disqualify the student to receive EMS licensure in the State of Michigan. Questions should be directed by the student to the NREMT for an opinion on offenses that may disqualify one from EMS certification and to the Michigan Department of Health and Human Services (MDHHS), Bureau of Health Policy, EMS and Trauma Section for more information specific to Michigan. Contact MDHHS at [www.michigan.gov/mdch](http://www.michigan.gov/mdch). MREMSE will require criminal background checks pursuant to MCL 333.20173a.
**Dress Code**

Students are to be well groomed, clean, and free of body odors at all times in order to develop the appropriate habits of a health care professional.

**Classroom:** During the classroom sessions, uniforms must be worn, and will go towards your affective grade. Just like employees are expected to wear a uniform to work every day, so is the EMS student. Students who wear revealing, offensive, or inappropriate clothing will be sent home.

**Clinical Sessions** are held in area hospitals, medical facilities, and on area EMS units. The student will arrive at all clinical sessions exhibiting professional appearance and personal hygiene as above. The student is required to wear uniform and ID and will be sent home if the student does not. (For more information please review the clinical handbook)

**Uniform:** MREMSE Polo shirt, EMS pants, black belt, black boots, ID, and a watch. For the colder days the student is allowed to wear a navy blue or black jacket with no lettering or designs on it. All outer wear should be approved by MREMSE staff.

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**ELECTRONIC DEVICES**

All electronic devices **MUST** be turned off during class hours, unless approved by the instructor before class. These devices include items such as: cell phones, blackberries, iPhones, laptop computers, tape recorders, pagers or any another devices that allows two-way communication. There will be no photographs taken during the course unless approved by the course instructor. These devices become very distracting to other students as well as to the instructor. Some courses will a minimum number of hours that will be required in an online format. The instructor will allow electronics to be used within the classroom during designated times. All other times must be approved by the instructor prior to class. Refer to your course syllabus for more information.

For the courses with an online portion, the student must have a computer or a way to access the internet for the minimum number of hours stated in the syllabus. Assistance can be provided to the student in finding ways to access the online portion, such as using the computer in the classroom at designated times; however, it is the student’s responsibility to make sure online assignments are done on time. There will be no exceptions made for the student who states that they were unable to access the online material.
Grades

Grades are computed at the end of each course or quarter. Instructors will also maintain ongoing grades. MREMSE instructors are to provide students with progress reports at least once during each course or quarter. Students may request to review progress with their instructor at any time. A student must pass the course with at least a 75%.

Many methods are used for student evaluation including:

Clinical: Students will be evaluated using checklists, logs, and documentation by the student and preceptors. In order to pass the clinical portion of the program the student must complete the minimum contact hours, and the preceptor evaluations must state that the student is functioning as a competent health care provider.

Didactic: Students will be evaluated using oral or written examinations and quizzes; which may include true/false, multiple choice, short answer/fill in the blank, or essay questions. The grading scale used by MREMSE is as follows:

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<th>A</th>
<th>75-77</th>
<th>C</th>
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<tr>
<td>90-93</td>
<td>A-</td>
<td>70-74</td>
<td>C-</td>
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<tr>
<td>87-89</td>
<td>B+</td>
<td>67-69</td>
<td>D+</td>
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<tr>
<td>83-86</td>
<td>B</td>
<td>63-66</td>
<td>D</td>
<td></td>
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<td>80-82</td>
<td>B-</td>
<td>60-62</td>
<td>D-</td>
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Psychomotor: Students will be evaluated on skills by using skills checklists or scenario-based evaluations. Students must pass all skills testing; including, but not limited to, the skill sheets provided by the National Registry.

Affective: Students will be evaluated on class participation, attitude, professional appearance, and conduct. Students must pass the affective evaluations that are performed throughout the course. If a student fails to meet the minimums of the affective evaluation, the instructor and the student will have a meeting in order to discuss how to improve.
For each semester, and for the overall course, scoring is as follows:

1. **Quizzes**, including practical quizzes (total score), equal 25% of the final classroom grade. Missed quizzes may only be made up if the student notified the instructor as required under “attendance” above.

2. **Midterms and end of semester exams** equal 35% of the final classroom grade. Missed midterms/exams may not be made up, unless prior arrangements have been made between the instructor and the student.

3. **Coursework** equals 20% of final classroom grade. Coursework may include, but not limited to, homework, workbook, or special research assignments.

4. **Affective evaluations** equals 20% of your overall grade and is based on overall faculty observations of the student’s participation, attitude, and initiative, including scenario-based situations where the student:

   * **Demonstrates** control of scene (becomes team leader, takes charge)
   * **Communicates** and relates to bystanders and support personnel preventing patient compromise and/or conflict among those on scene.
   * **Communicates** effectively with the patient and partner(s)
   * **Demonstrates** effective management of scene personnel
   * **Demonstrates** care and compassion.
   * **Demonstrates** the value of preparation (including restocking and putting supplies and equipment back into its proper storage.)

5. **Practical Skills** are on a pass/fail grading system. The student is expected to perform all skills with 100% accuracy, 100% of the time. These will be monitored through [www.platinumplanner.com](http://www.platinumplanner.com). Every lab session will have documents that will need to be uploaded to lab class online. Each student is giving 48 hours to complete the online labs and submit the appropriate documentation. Some labs will have prerequisites and students must complete these before advancing.

6. **Final exam** – The student must have a minimum of a 75% class average to qualify to take the final exam. The course final practical exam is scored on a pass/fail basis and must be passed to successfully complete the course. The final written exam consists of 180 questions and must be completed with a 75% or better to pass. A minimum grade of 75% is required to pass the course.

7. **Clinical completion.** Completion of clinical objectives is graded on a pass/fail basis – all clinicals and clinical documentation must be completed on time in order to pass the course.

8. **Bonus points.** Bonus points consist of special assignments, research papers, online material or other assignments as necessary. Bonus points will make up to a 2% difference. The instructor will identify what is considered “bonus points”.


** If any student needs assistance with uploading documents or completing the required online work, then they must contact the instructor BEFORE the due date. There is help available before and after classes, or during scheduled appointments.

**Late assignments/Failing grades:**
Late assignments are accepted, with a penalty of 50% deduction of the total grade, up to one week late. An assignment will NOT be accepted over one week, or greater, pass the due date.

A 75% overall GPA must be maintained throughout the course. Failure to maintain this grade will result in academic probation, review of course standing by the program sponsor, course coordinator, and the medical director, and possible expulsion from the program. If the student is placed on academic probation, the student will remain on academic probation until the student successfully brings their grade back up to 80%. The student’s progress will be reviewed when his/her average fall below 80%. The rationale for this review is to explore alternatives to keeping the student “on track.” Progress reports are issued once a quarter to allow the students to follow their own progression. If a student does not successfully achieve a 75% at the end of each quarter, the student will be removed from the program for unsatisfactory academic progress. If the student is removed from the program, they are not allowed to reenter the program until a period of one year has passed. At this time the student may reenter the program from the beginning. A student will not be allowed to reenter in the middle of a course or program.

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**Harassment/Sexual Harassment Policy**

MREMSE is committed to providing students and faculty with a learning environment that is safe, comfortable, productive, and free from harassment of any kind. Harassment in any form, including harassment that is sexual in nature, during any MREMSE-related program, will not be tolerated. Harassment is defined as any behavior that causes another person to feel uncomfortable, including unwanted joking, teasing, touching, verbal abuse, and more. Sexual harassment is any unwanted sexual attention directed toward an unwilling person by a student or faculty member. Sexual harassment is further defined below:

1. Sexual relations, sexual contact, or the threat of sexual relations or sexual contact, which is not freely and mutually agreed to by both parties.
2. The continual or repeated verbal abuse of a sexual nature, including but not
limited to sexually explicit statements, sexually suggestive objects or pictures, propositions of a sexual nature, and sexually degrading words used to describe the student or faculty member.

3. The threat or insinuation that lack of sexual submission will adversely affect the student’s grades, advancement, assigned duties, or other conditions that affect the student’s status.

A student who feels harassed in any way should report the alleged harassment immediately. If harassed by a fellow student, the reporting student is to report the alleged harassment to the lead instructor. If harassed by a faculty member, the reporting student is to report the alleged harassment to the manager of MREMSE at 231-935-7832 or dcase2@mhc.net. A faculty member harassed by a student shall report the harassment to the manager of MREMSE. Reports of harassment shall be in writing. Each student can have the confidence that all allegations of harassment will be investigated impartially with discretion and confidentiality.

Anyone who is found, after appropriate investigation, to have engaged in harassment in any form will be appropriately disciplined as determined by the MREMSE manager, medical director, MMC hospital administration, as applicable. Discipline may include dismissal from the program if appropriate.

Health / Safety

Due to the nature of EMS and close contact with fellow students, faculty, and patients, students are required to take necessary precautions to ensure that the safety and health of all are protected. This includes taking reasonable steps to prevent the spread of communicable disease to fellow students and patients by not entering classroom or clinical sites while ill. The presence of communicable diseases is a constant threat to all medical workers. Proof of all vaccination requirements is required before the first clinical session. All students are required to attend the infectious and communicable disease class prior to beginning clinical rotations. Students are required to practice body substance isolation at all times during clinical experience.

If, during a clinical experience, the student has an exposure or suspected exposure to a potentially infectious material (any body fluid), the student is to immediately notify their clinical preceptor or site supervisor AND their lead instructor (the lead instructor shall notify the MREMSE manager). The student is then to follow the instructions provided in class for this circumstance. Contact the Munson Medical Center hospital operator (935-5000) and state, “I am a public health care worker and I have had
an exposure.” You will be connected directly to an appropriate health care worker for follow up.

Students are advised that EMS work is physically demanding. Lifting and moving of patients of all sizes and in awkward, difficult settings is common. Classroom practice and clinical experiences will include physically demanding work. Students are to practice proper body mechanics and exercise great care in lifting and moving simulated patients in class. It is the student’s responsibility to have in place health insurance adequate to cover any illness or injury sustained during classroom or clinical time. MREMSE shall not be responsible for costs associated with a classroom injury or exposure to communicable disease.

Non-discrimination Policy

MREMSE does not discriminate on the basis of race, color, sex, national origin, disability, sexual orientation, religious preferences, or age in its educational programs, activities, admission procedures or employment practices as required by Title VI of the Higher Education Amendments, Title IX of the Civil Rights Act, Section 501 or the Rehabilitation Act and the Americans with Disabilities Act of 1990. Reasonable accommodations will be made for those with disabilities.

Payment and Refund Policy

All course costs are listed in the course catalog and due on the first night of class. Payment arrangements can be made with the MREMSE manager. Refunds are as follows:

- One-hundred percent (100%) if canceled by the program sponsor.
- One-hundred percent (100%) less the $500.00 deposit if the student who has been accepted into the program drops out of the course before the second class session. This is defined as notifying the MREMSE manager or lead instructor prior to the beginning of the second class. Books may be returned if not written in; otherwise there will be a charge for the cost of those that cannot be returned.
• All refund requests must be delivered in writing within forty-eight (48) hours of cancellation to Munson Regional EMS Education, 1105 Sixth St., Traverse City or the course instructor.

No refunds after the beginning of the second class meeting.

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Refund Policy for the Training of Veterans under Title 38, United States Code

If a student fails to enter a course or withdraws, or is discontinued there from at any time prior to completion, the amount charged will be an approximate pro-rata portion of the total charges for tuition, registration fee less $10, and other charges that the length of the completed portion of the course bears to its total length.

Student Appeals Process

Students who feel they have been treated unfairly by a MREMSE faculty member or employee have the right of appeal. The purpose of this appeals process is to facilitate equitable solutions to student complaints. Most issues can be satisfactorily mediated following the MREMSE appeals process below.

General Provisions:

A. A complaint is a claim by a student that a MREMSE faculty member or employee has treated him unfairly, or that his/her rights as outlined in the student handbook and/or course syllabus have been violated.

B. All documents, communications, and records dealing with the appeal shall be filed in a Student Appeal file maintained by the Manager of Munson Regional EMS Education. All records of actions under this procedure shall be held in strict confidence and will be available to the student initiating the appeal or his/her representative, the person against whom the action is filed or his/her representative, the faculty mediator, any resource panel, the lead instructor and management of MREMSE, the medical director, and the EMS Section of the Department of Community Health or designee.

C. Hearings and conferences held under this procedure shall be conducted at a time and place that afford a fair and reasonable opportunity for all appropriate persons to be present.
Procedure:

A. In the interest of maintaining harmonious relations, a complaint shall first be discussed by the student on his/her behalf, with the person whom the complaint is alleged, with the object of resolving the matter informally. Another person he/she chooses when discussing the complaint may accompany both parties. The student must inform the offending party what the complaint is about prior to the meeting. The student must initiate this informal discussion within ten (10) days after the occurrence of the situation about which he/she is dissatisfied. The informal discussion(s) shall be completed within ten (10) days after initiation.

B. In the event the complaint cannot be resolved through informal discussion, the matter shall be presented in writing (on a form available from the lead instructor), by the student, to the MREMSE manager or is/her designee within seven (7) days after completion of the informal discussion(s). Within five (5) days of the receipt of the written appeal, the manager or his/her designee will meet with the student and other appropriate parties in an attempt to settle the matter. The manager or his/her designee may: (a) convene a panel to review the matter under consideration and provide such counsel as may be helpful in bringing a satisfactory conclusion to the matter; or (b) designate an instructor mediator.

C. The instructor mediator shall discuss the matter with the student and other appropriate parties within five days of his/her appointment. The instructor mediator shall give the student and the manager his/her analysis of the situation and a decision in writing within fifteen (15) days of appointment.

D. If the student is dissatisfied with the decision of the instructor mediator, he/she must, within ten (10) days of receipt of the decision, submit to the medical director of Munson Regional EMS Education a written statement as to why the instructor mediator’s decision was not satisfactory. The medical director will give all parties to the matter an opportunity to be heard within ten (10) days of receipt of the document. The medical director shall render his/her decision in writing to both parties and the manager within twenty (20) days after initiation of his/her hearing(s).

E. If the student is dissatisfied with the decision of the medical director, he/she must, within ten (10) days of receipt of the decision, submit to the EMS Section of MDHHS a written request to review and mediate the situation. EMS Section of MDHHS shall have the final say in determining resolution of the issue.
Student Records and Disclosure Policy

MREMSE will maintain student records according to State of Michigan Codified Law 600.2165 and the Family Education Rights and Privacy Act of 1974 (FERPA). MREMSE shall maintain course records for all MREMSE courses for a minimum of five (5) years. These records shall include all faculty and course records, including the following:

- Student Application
- Proof of prerequisites
- Student progress records
- Final evaluations (affective, cognitive & psychomotor)
- Attendance records
- Clinical documentation
- Counseling recommendation
- Incident reports
- Records of any appeals conducted
- Final grades
- Course completion certificate

Students have a right to review and inspect course records, to request to amend records, and to limit disclosure of records. MREMSE shall not disclose information about any current or former student to any source except as provided for under this policy (permissible disclosure is defined below). Disclosure not falling under permissible disclosures may be made upon receipt of a signed written consent from the student or a parent/guardian. Written consent must include the specific records that may be disclosed, the purpose of the disclosure, and the parties to whom the disclosure may be made. MREMSE has a Request for Release of Education Records form that is to be submitted when a request is made.

Permissible disclosure can be made to the following:

1. MREMSE faculty/management with legitimate educational interest
2. Another school/educational facility where the student is seeking enrollment.
3. Parties to a health or safety emergency if information is needed to protect the health or safety of the student or others.
4. Course directory. Student information, such as name, address, phone, etc. will be listed in a course directory for use during the class by faculty and fellow students. Students may request not to be included in this directory.
5. Federal, state, or local authorities of financial aid or law enforcement.
6. Accrediting agencies.
7. To parents of a dependent child.
8. To comply with a judicial order or subpoena.
Student Resources

While the course materials supply the vast majority of the information needed to successfully complete the program, it is convenient for students to know where to obtain additional information for tutoring or remediation. The student may find additional resources as listed below. The lab and all available equipment can be used for extra practice time for the students during appointments.

Additional medical and specific EMS-related resources:
A. Munson Regional EMS Education Office. Additional EMS texts including Nancy Caroline, AAOS, Brady, Mosby, and other texts are available to the student for review or checkout. Other EMS materials are also available.
B. The Munson Medical Center Health Science library is open and available to the student during normal business hours. If interested in authorization, contact your course coordinator.
C. The public library on Woodmere Ave. in Traverse City is available to the public and its resources include Internet Access. Call 922-4890 for specific information.
D. Access to the Internet permits access to many EMS pages that include educational topics, etc. A computer with internet access is available at the MREMSE office by appointment.

Personal Development:
A. Local reading resources include The Literacy Council – Grand Traverse Area at 1125 W. Civic Center Dr (941-7727), or the Sylvan Learning Center, 735 S. Garfield Ave (941-0060).
B. Clinical environments at Munson offer unique opportunities for personal and professional development
C. Private tutoring may be arranged locally through numerous qualified personnel both inside and outside of the Munson team. Your lead instructor will help you to identify these individuals upon request.
D. Northwestern Michigan College in Traverse City offers a variety of learning tools and resources, including remedial courses to improve on math, writing, and language skills.

Your course faculty will be eager to help you succeed if you are willing to help identify any learning problems. The process of identifying these areas will be via student reviews between the lead instructor and the student.
Successful Course Completion

Successful course completion means that the student has completed all didactic, psychomotor, affective, and clinical objectives satisfactorily within the above grading requirements as determined by the lead instructor, program sponsor, and medical director. Upon successful completion of the program, the student will receive a course completion certificate, assistance in applying for the NREMT exam process and be provided with the application for licensure for the State of Michigan. The student will also be provided the applications for EMT-S and EMT-P practical exams.

Please direct any questions, comments, or suggestions about this student handbook to your lead instructor or the MREMSE manager.

The greatest honor you can pay MREMSE is to become a highly-skilled, professional EMS provider. We look forward to working with you in providing emergency medical care to the citizens of our region!
Munson Healthcare Values Statement

It is the policy of the Munson Healthcare Board of Directors to establish and articulate what it considers to be key corporate values to create a foundation for successful operations. These corporate values are as follows:

**PATIENTS - OUR FIRST PRIORITY**

Patients, their needs and their care are our primary focus and our first priority. They are the reason we exist and we all work to assure that their needs are met. Patients' goals and directives for treatment and care are honored. We seek to understand patients' experiences from their perspective and provide an environment in which healing can occur. We protect patients' confidentiality and advocate for their safety. The patient's best interest is the primary basis for decision making. Service—meeting the patients' needs before one's own—is a strong belief underlying our care.

**PEOPLE - OUR GREATEST RESOURCE FOR ACHIEVING EXCELLENCE**

People—staff, physicians, and volunteers—are our most important resource. We recognize that our knowledge, our skills, and who we are as human beings are what we offer to patients, families, one another, and the community. Because we value people, relationships are developed and nurtured, differences of opinion are honored, issues are dealt with directly and respectfully, and a sense of teamwork is fostered in the system. Recognizing that growth of our people is critical to our ability to fulfill our mission, we make education a priority. We all strive for excellence and continual improvement in the work we do.

**ACCOUNTABILITY - TO THOSE WE SERVE AND ONE ANOTHER**

We, as individuals, are accountable to patients and to one another for the decisions we make. The quality of care and services depend on the responsibility that each of us demonstrates in decision making. Our individual decisions are important in accomplishing the mission of the whole. Collectively, we are accountable to the community for the care we provide and the way we use the resources provided to us. We acknowledge our responsibility to improve the health status of the community.

**RESPECT - HOW WE TREAT OTHERS**

All persons are respected; differences among individuals are acknowledged and honored. Our behavior is ethical; we tell the truth to ourselves and others; we are honest; we meet our commitments; and we forgive. Trust exists because there is faith in the intention of our people to do what is right. Power is exercised carefully for the benefit of those we serve.
**STEWARDSHIP - TO CONTINUE TO MEET OUR MISSION**

We carefully use resources available to us, whether human, material, or financial. Our wise use of resources ensures the continued ability to meet our mission and the value of the services provided. We work to improve the efficiency and effectiveness of the health care system for the community.

**COMPASSION - THE WAY WE MEET THE NEEDS OF OTHERS**

The care we deliver is compassionate as are our dealings with those with whom we interact. The concerns of the patient and family are the basis for our actions. We recognize that the relationship to the patient is an intimate one and that the patient is vulnerable; therefore, we treat the patient and family with the attention and regard that they deserve.