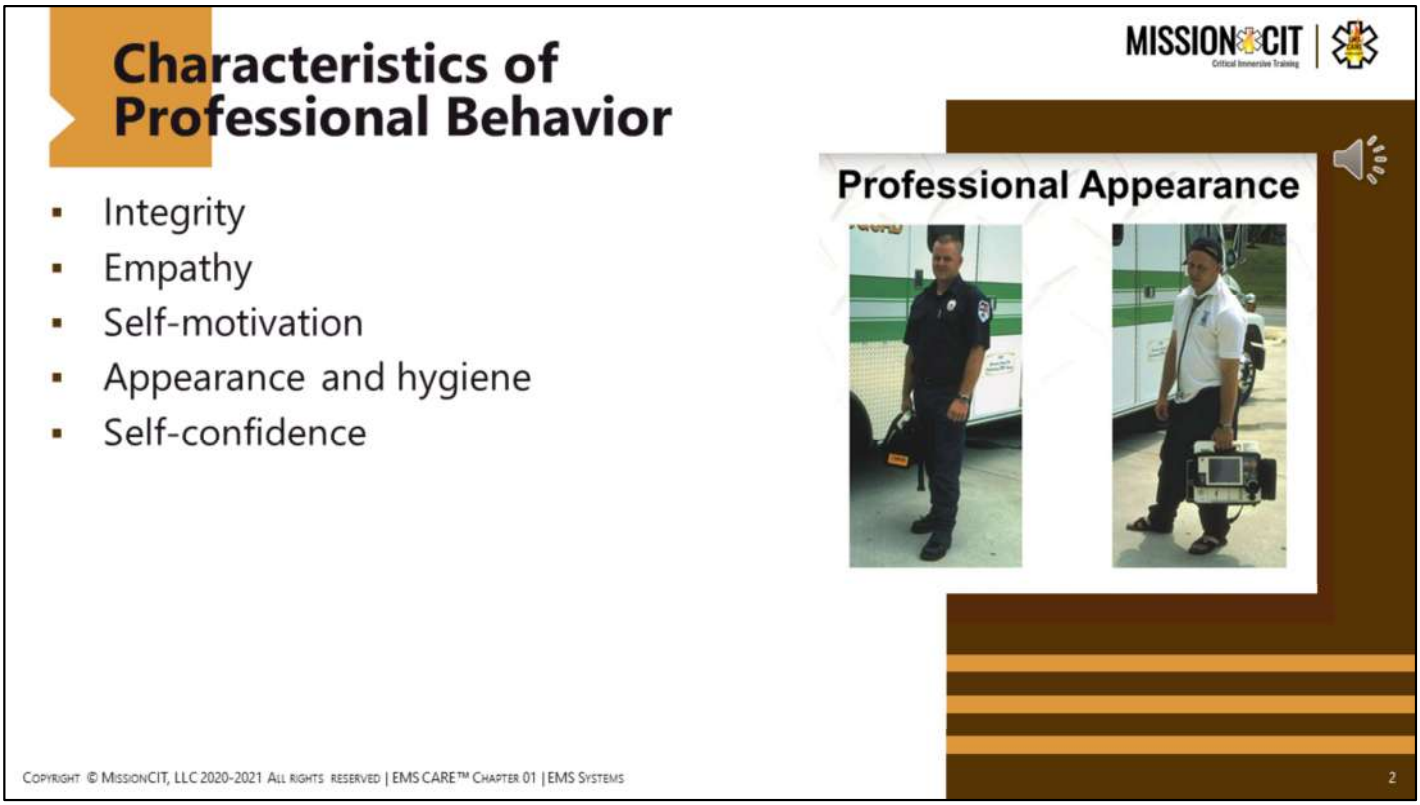


Thank you, Missah!

In this lesson, let's talk about the professionalism of EMS personnel.

Professionalism means standards of conduct and performance established by the profession. You will be measured by:

- Standard, competencies, and education requirements
- Performance parameters, and
- Adherence to a "Code of Ethics"



NHTSA's Paramedic National Standard Curriculum lists the following professional behaviors:

Integrity:

- Consistently honest
- Able to be trusted with the property of others
- Can be trusted with confidential information
- Complete and accurate documentation of patient care

Empathy:

- Showing compassion for others
- Responding appropriately to the emotional response of patients and family members
- Demonstrating respect for others
- Demonstrating a calm, compassionate, and helpful demeanor toward those in need
- Being supportive and reassuring to others

Self-motivation:

- Taking initiative to complete assignments
- Taking initiative to improve and/or correct behavior
- Taking on and following through on tasks without constant supervision
- Showing enthusiasm for learning and improvement consistently striving for excellence in all aspects of patient care and professional activities
- Accepting constructive feedback in a positive manner
- Taking advantage of learning opportunities

Appearance and hygiene:

- Clothing and uniform is appropriate, neat, clean and well maintained
- Good personal hygiene and grooming

Self-confidence:

- Demonstrating the ability to trust personal judgment
- Demonstrating an awareness of strengths and limitations
- Exercises good personal judgment



Time management:

- Consistent punctuality
- Completing tasks and assignments on time

Communication:

- Speaking clearly
- Writing legibly
- Listening actively
- Adjusting communication strategies to various situations

Teamwork and diplomacy:

- Placing the success of the team above self-interest
- Not undermining the team
- Helping and supporting other team members
- Showing respect for all team members

- Remaining flexible and open to change
- Communicating with others to resolve problems

Respect for patients, co-workers and other healthcare professionals:

- Being polite to others; not using derogatory or demeaning terms
- Behaving in a manner that brings credit to the profession

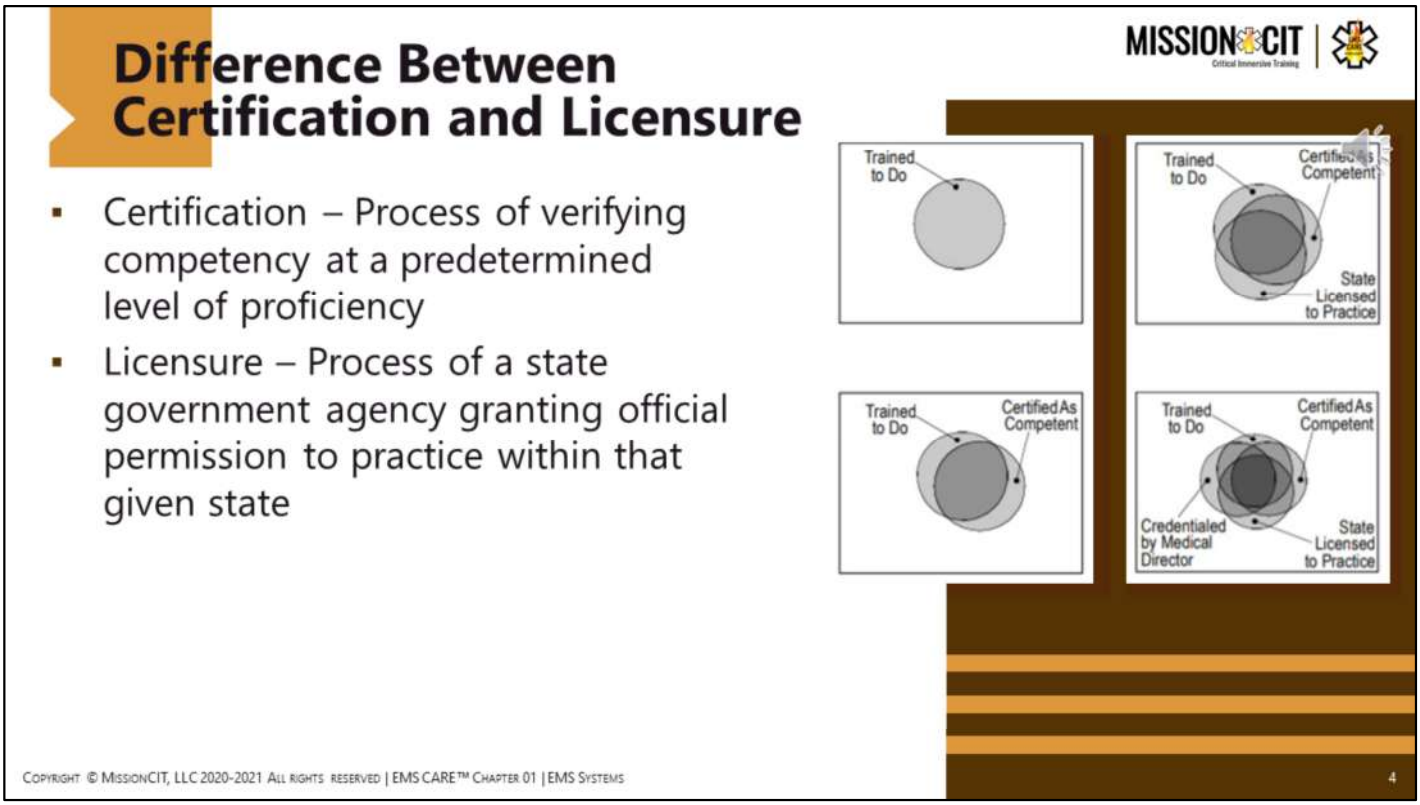
Patient advocacy:

- Not allowing personal bias or feelings to interfere with patient care
- Placing the needs of patients above self-interest
- Protecting and respecting patient confidentiality and dignity

Careful delivery of service:

- Mastering and refreshing skills
- Performing complete equipment checks
- Demonstrating careful and safe ambulance operations
- Following policies, procedures, and protocols

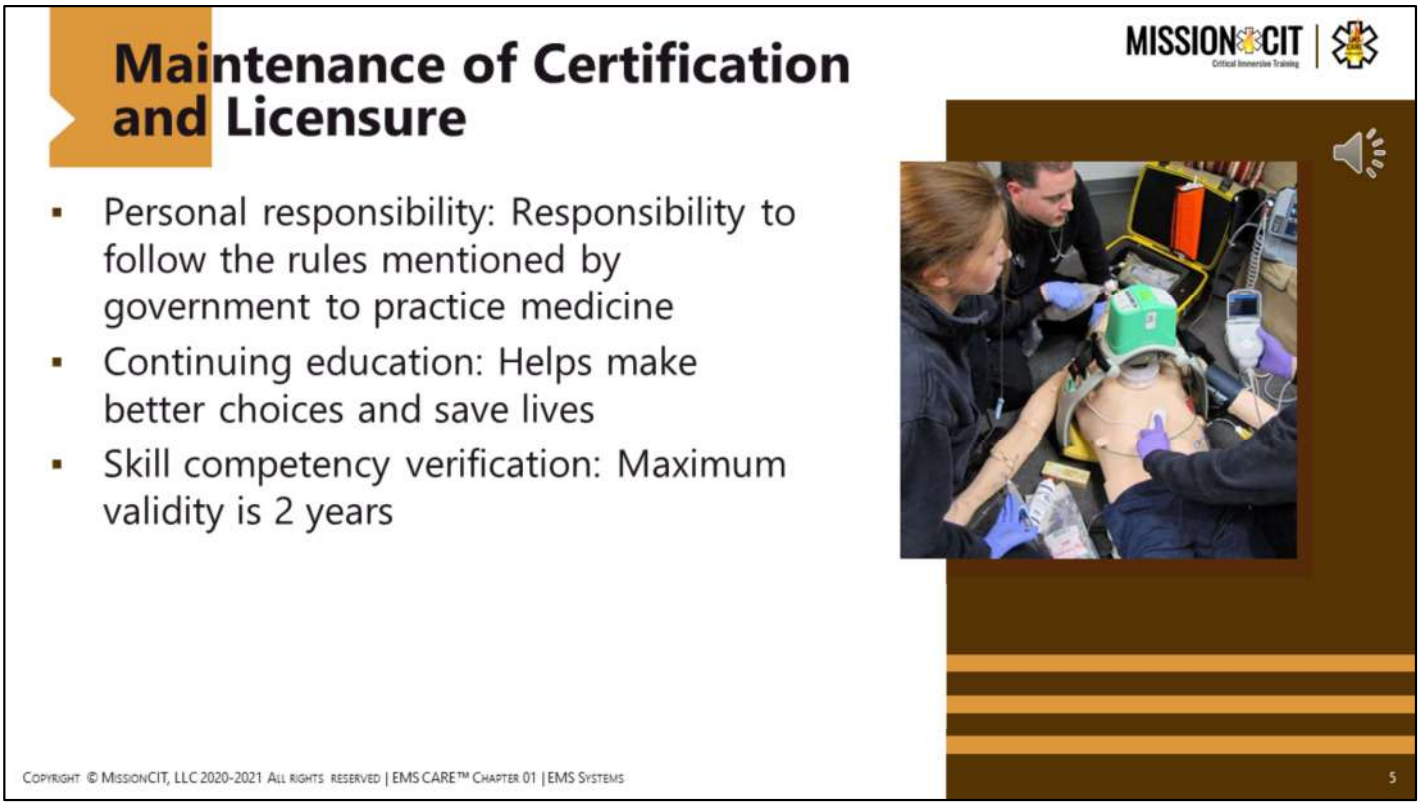
These aspects of EMS practice are critically important.



"Certification" refers to verification by an entity that an individual or organization has met certain requirements or standards. "Licensure" or "license" is a specific authority to act. Historically, EMS has used these terms interchangeably, but they do not mean the same thing. The EMS Education Agenda for the Future provides the following:

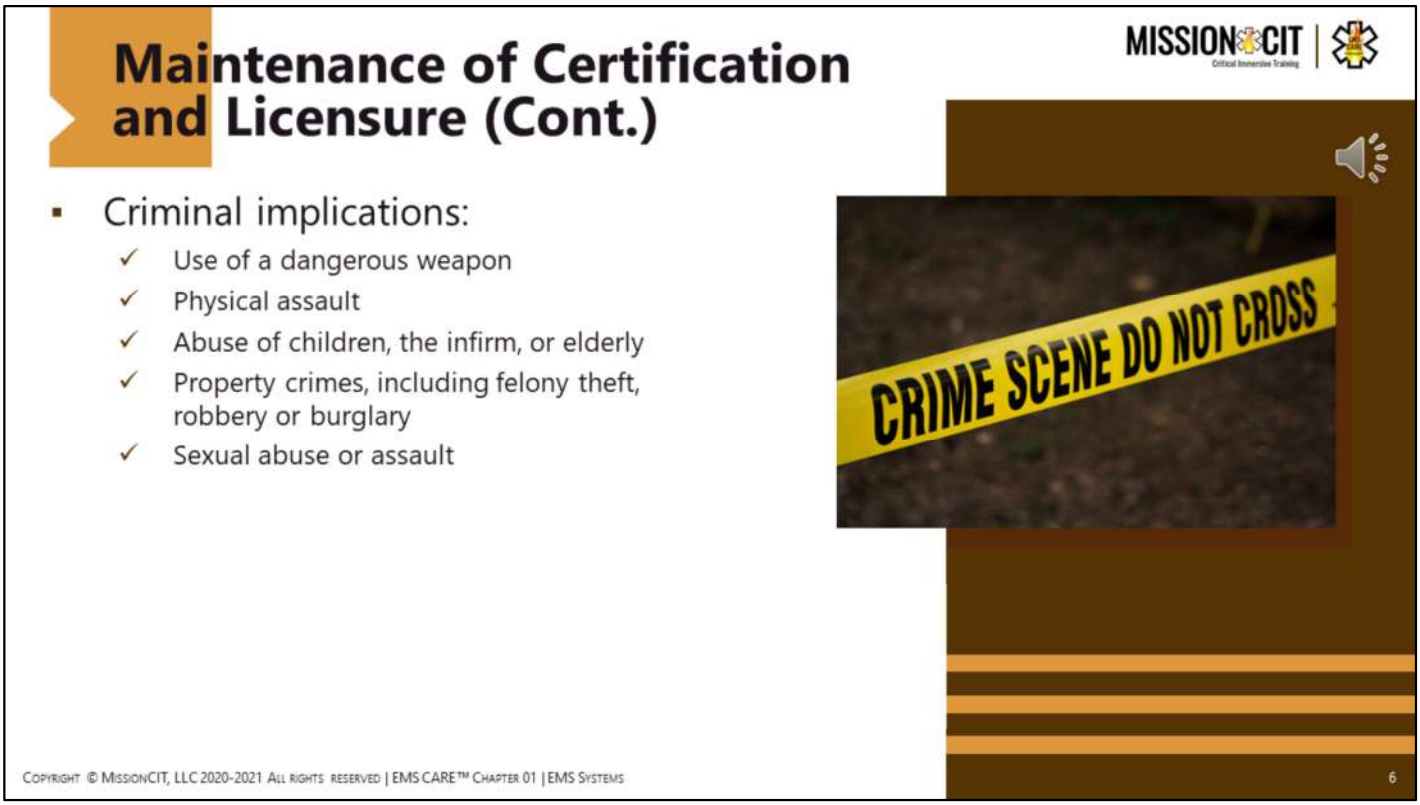
- Certification is the process of verifying competency at a predetermined level of proficiency.
- Licensure is the process of a state government agency granting official permission to practice within that given state.

Although there are distinct differences, the terms "licensure" and "certification" are often used interchangeably. In actuality, licensure is the process of an agency making a declaration of competence to practice. The determination of eligibility for licensure is usually based on the completion of education requirements and the passing of an examination. Most licensure processes require some form of certification by either a state or national agency to ensure minimum competence.



In order to maintain your certification, EMS personnel must complete continuing education requirements.

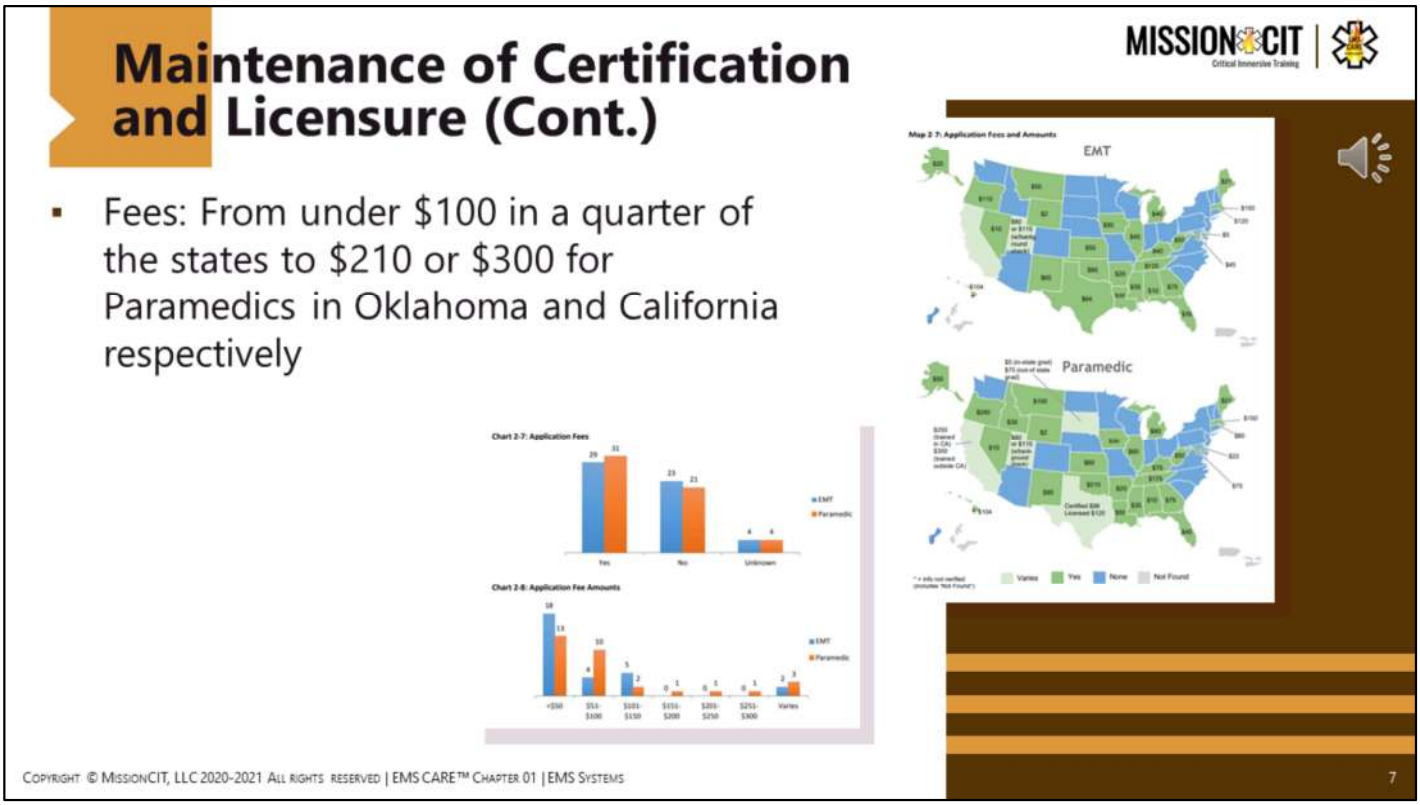
- Personal responsibility: The granting of a license or certification to practice medicine is a privilege, not a right. It is your responsibility to follow the rules that govern that privilege. Licensure is an individual responsibility and NOT the responsibility of your employer or supervisor.
- Continuing education: Being an EMS administrator is a demanding but rewarding profession. Continuing education may seem time-consuming for busy EMS workers; however, staying updated on technology and best practices helps medical professionals make better choices when quick decisions can improve patient outcomes and save lives. Here are 6 perks of continuing education for EMTs and other emergency personnel: Improve patient outcomes, develop more efficient individuals and teams, grow your career organically, build your network, keep your skills sharp, and foster personal growth.
- Skill competency verification: Skills competency shall be verified by direct observation of an actual or simulated patient contact. Verification of skills competency shall be valid for a maximum of two (2) years for the purpose of applying for re-certification.



Criminal implications: The NREMT has a comprehensive policy on people with criminal convictions who wish to enter the certification process. The certification board will investigate, and potentially deny the ability to sit for the certification exam, to those who have a felony conviction of any type, as well as those who have been convicted of any category of crime (felony or misdemeanor) involving:

- Use of a dangerous weapon
- Physical assault
- Abuse of children, the infirm, or elderly
- Property crimes, including felony theft, robbery or burglary
- Sexual abuse or assault

As with state regulatory boards, the NREMT may consider several factors when deciding to allow someone with a criminal history to enter the certification process. These factors include the severity of the crime, the amount of time that has passed between the incident and the application and whether the nature of the crime has any bearing on one's duties as an EMT.



According to the National Association of State EMS Officials, the application fee for EMS licensure is mentioned in Chart 2-7. These range from under $100 in a quarter of the states to $210 or $300 for Paramedics in Oklahoma and California respectively (Map 2-7 and Chart 2-8).

With this, we come to the end of this lesson, and next, Missah will talk about quality improvement.