



IAFC/CSU EMS Officer - Officer Development Program (ODP)

EMS Officer I

Workshop Series: Developing Mid-Level EMS Leaders

Course Description

EMS Officer I is a foundational leadership course designed to prepare emerging and newly appointed EMS officers for supervisory and operational leadership roles within modern emergency medical services organizations. The course emphasizes leadership principles, communication, crew management, operational readiness, quality improvement, regulatory awareness, and workforce sustainability. Through applied leadership concepts, incident management frameworks, and data-informed decision-making, participants develop the skills necessary to lead EMS personnel effectively while supporting organizational performance, patient care outcomes, and responder well-being.

This course is delivered as a structured workshop series and is intended to support the professional development of mid-level EMS leaders operating in increasingly complex clinical, operational, and community-based response environments.

Course Learning Outcomes (CLOs)

Upon successful completion of EMS Officer I, participants will be able to:

CLO 1: Describe foundational EMS leadership principles and supervisory responsibilities related to communication, crew management, operational readiness, and incident management within contemporary EMS organizations.

CLO 2: Apply leadership and management concepts to support quality improvement, regulatory compliance, data-informed decision-making, and workforce wellness in EMS operational environments.

1. Foundations of EMS Leadership

- Differentiate leadership vs. clinical responsibilities in EMS
- Apply leadership theories to real-world supervisory challenges
- Develop credibility strategies for diverse EMS teams
- Evaluate innovation strategies in EMS service delivery

2. Effective Communication and Conflict Resolution

- Apply structured communication models (e.g., SBAR, closed loop)
- Demonstrate active listening in simulated team briefings
- Analyze root causes of workplace conflict
- Evaluate communication strategies in Telehealth and MIH contexts

3. Crew Management and Personnel Development

- Apply coaching techniques to support EMT/paramedic growth
- Conduct performance evaluations aligned with agency goals
- Evaluate motivational drivers for retention and morale
- Design development pathways for emerging EMS roles (e.g., MIH, community paramedicine)

4. Operational Readiness and Incident Management

- Explain EMS leadership duties for operational readiness
- Apply ICS principles to manage multi-agency incidents
- Implement resource/equipment readiness protocols
- Evaluate technology's role in improving operational outcomes

5. Quality Improvement and Data-Driven Decision-Making

- Explain the role of CQI in EMS system performance
- Interpret KPIs to identify improvement needs
- Apply RCA tools to address operational gaps
- Evaluate data-driven initiatives for system impact

6. EMS Finance and Budget Basics

- Explain core EMS budgeting principles
- Analyze financial data to guide decisions

- Justify resource requests using performance metrics
- Evaluate funding models for MIH and Telehealth

7. Regulations, Compliance, and Documentation (Online)

- Summarize key EMS regulations
- Apply compliance principles to field operations
- Develop documentation practices for audit readiness
- Evaluate organizational compliance with emerging standards

8. Wellness, Resilience, and Workforce Sustainability (Online)

- Identify burnout indicators in EMS personnel
- Apply stress mitigation strategies
- Evaluate leadership practices that foster psychological safety
- Formulate sustainability programs for long-term wellness