

Harvey L. Hall EMS Academy

Entry Category: Innovation in EMS

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Number of Annual Service Requests: 100,000+
Number of Ambulances: 99

Privately-Held Corporation
Lavonne C. Hall, President & CEO
John Surface, Chief Operating Officer
Jackie Att, Chief Financial Officer
Myron Smith, Paramedic, General Manager
Nathan Kennedy FP-C, Training Center Coordinator
Sam Swanson, Paramedic Supervisor/Instructor
Ryan Strange, Paramedic, Assistant Manager
Summer Shope, RN, Instructor
Chris Leone, RN, CCT Manager
Mark Corum, Director of Media Services
Terry Adams, Manager, Facilities Maintenance
Scott Benskin, Skilled Maintenance
Ricky Hammersley, Maintenance Technician

Situational Analysis:

The shortage of qualified EMS workers across the nation has been a source of concern amongst ambulance companies for some time. As a result, many have turned to offering enormous sign on bonuses ranging from \$5,000 to \$20,000 as a means of attracting potential employees to their company. The reason? The need for paramedics and EMTs is growing faster than the average for all occupations. Nationally, the employment of emergency medical technicians (EMTs) and paramedics is projected to grow 15 percent from 2016 to 2026; whereas, the projected growth in California jumps to more than 21%.

(Source:<https://www.careeronestop.org/Toolkit/StateAndLocal/ProjectedEmployment.aspx?soccode=%20292041&location=california>)

Project Goals:

To combat this issue, Hall Ambulance began exploring methods to expand its career pathways for our recruits to become EMTs and EMTs to become paramedics and establish a standalone training center to

enhance our other internal training programs. To accomplish this Hall expanded its long standing private-public partnership with Bakersfield Community College to create a Hall Paramedic Academy in which Hall EMTs would be paid to complete their paramedic education. Hall has operated an EMT Academy partnership with Bakersfield College that has yielded quality students with extremely high National Registry pass rates.

Planning & Implementation:

Initially Hall Ambulance met with Bakersfield College and discussed the Hall paramedic academy concept and eventually completed a contract to expand the Hall training center to offer EMT and Paramedic Education. The paramedic program uses the proven curriculum of the college and the expert instructors from Hall Ambulance. All Hall Ambulance instructors are vetted through the college and become adjunct faculty.

The second aspect of the project was funding. In addition to internal funding, Hall Ambulance Service, Inc. worked with the Training Refund Group to achieve a contract and selection with the State of California's Employment Training Panel. The Employment Training Panel is a state agency dedicated to helping people adjust to changes on the job. The Panel supports training to put the unemployed back to work and to keep those who have jobs from becoming unemployed. To date Hall Ambulance has received \$168,355.00 in ETP Funding.

A separate location away from the Hall Ambulance headquarters was intentionally selected as to minimize the impact the daily operations of the Company has on the learning environment. Until space could be purchased and retrofitted for our training center needs, Hall used classroom space at Bakersfield College. A building was purchased by Hall Ambulance with renovations handled by skilled workers in its Facilities Maintenance Division. The project took just over four months to complete and the Harvey L. Hall EMS Academy was born.

The 2,560 sq. ft., Harvey L. Hall EMS Academy features two classrooms, clinical lab, and a simulation room featuring a high-fidelity adult patient simulator that allows students to further their knowledge with hands-on, life-like patient scenarios. The CAE Apollo is physiologically modeled, and creates a dynamic scenario, as its body adjusts naturally just as a human body would during an illness or injury. Paramedics, RNs, and EMTs can hone a variety of skills including chest decompression, emergency airway procedures, IV, IO, hemorrhage control, defibrillation, cardioversion, and pacing. Apollo has reactive eyes, can simulate convulsions, and automatic responses to emergency medications.

In addition to the high-fidelity equipment, Hall also purchased all new training center furniture, new airway mannequins, IV training equipment, IO training equipment, a new OB mannequin, new chest decompression simulators as well as new state of the art CPR mannequins that will monitor and record performance in both compressions and respirations.

Each classroom contains a state-of-the-art Smartboard which allows the instructors to go from delivering a lesson to writing on a whiteboard to playing related videos off the internet.

Results:

On February 19, 2019, Lavonne C. Hall, president & CEO of Hall Ambulance Service led a ribbon-cutting ceremony for the new training center. In a short time, the Harvey L. Hall EMS Academy has already fulfilled its mission of providing a state-of-the-art learning facility that is able to accommodate the following programs:

Hall EMT Academy

Founded in 2001, the Hall EMT Academy enables an individual to start their career in EMS in about seven weeks. This is not a school, but a pathway to employment as an EMT at Hall Ambulance Service. Recruits are full-time employees who learn everything they need to know to begin working in Hall Ambulance's 9-1-1 system. Since its inception, 35 classes have completed the Hall EMT Academy.

The students complete, while being paid by Hall Ambulance, 272 classroom hours consisting of 224 didactic hours. This includes passing five module exams, daily quizzes, and 48-hours in skills in preparation to take the NREMT written test. Finally, they are required to complete 24-hours in field training and ambulance ride-alongs.

Hall Paramedic Academy

Like the EMT program, the Hall Paramedic Academy is facilitated in association with Bakersfield College, part of the Kern Community College District, and represents a successful public-private partnership. Students selected for this program are paid for their attendance and the costs of college tuition and books are covered by Hall Ambulance.

The paramedic academy was established in August 2018, and is a 16-week program that combines 608 classroom hours comprised of 452 didactic hours, 14 exams, 14 quizzes, six finals, and 150 hours in hands-on labs.

Afterward, students are required to complete 120 hours in hospital clinicals and 540 hours in field internships.

Their final steps towards becoming licensed paramedics included passing the Fisdap exit exam, NREMT skills exam and the NREMT written exam.

To be considered for the program, current Hall Paramedics must successfully complete one year of employment, the Company's paramedic prep course, a records review and sit for an oral panel type interview.

The inaugural class began with 14 students. As of August 30, 2019, 10 have completed all aspects of the course and are licensed paramedics. All 10 successfully passed National Registry Testing on their first attempt. The remaining 4 are currently finishing their field internships and have already passed the National Registry Skills examination on their first visit.

Class 2 began August 26, 2019 with a class size of 12 students.

New Employee Orientation

New Hire Orientation at the HLH TC consists of seven, 8-hour days of instruction, totaling 56 total hours covering topics pertinent to the new employee in preparation for field training, followed by placement in the field. Topics covered in training include: online classes for CPR, bloodborne pathogens, chempack, CPAP, IV administration, scene control policy and use of the King Airway. Instructor led lessons include: gurney operations, skills labs (airway, splinting, x-collar, and manual vitals), CPR skills, Zoll X-Series intro, Hall Ambulance and Kern County policies, helicopter safety orientation, HIPAA, Anti-Kickback and False Claims Act. Additional company-specific topics include: Intro to ESO for EHRs, mental health in EMS, map use and area familiarization, radio operations and use of 10-codes, START triage, Auto Pulse & High-performance CPR, CEVO (Coaching the Emergency Vehicle Operator) and intro to the use of Operative IQ for supply tracking and vehicle inspection.

Continuing Education

Since opening earlier this year, the venue has hosted two joint training programs of high-performance CPR training, followed by a massive training involving the largest deployment of the Zoll AutoPulse in North America by Hall Ambulance. Over 600 Hall Ambulance employees, and firefighters were trained in the use of the Zoll AutoPulse.

A number of continuing education classes are taught at the facility, including Prehospital Trauma Life Support (PHTLS) and Safety courses through the National Association of Emergency Medical Technicians (NAEMT).

The Company is a recognized Training Center with the American Heart Association and provides CPR, Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) courses.

Impact:

On June 25, 2019 the Harvey L. Hall EMS Academy hosted its first joint graduation of Class 1 of the Hall Paramedic Academy and Class 35 of the Hall EMT Academy. Nearly 300 family members and Hall Ambulance leadership were in attendance to show their support to the 14 paramedic students and 12 EMT students for their accomplishments.

Aside from teaching the technical components of EMS, it is important that new employees understand the heritage and culture at Hall Ambulance Service. The foyer of the HLH EMS Academy features the Harvey L. Hall Founder's Era timeline, which celebrates the milestones and accomplishments of the Company under Mr. Hall's direction from 1971-2018. Next to the timeline is a museum quality display case that features one of Mr. Hall's white ambulance attendant uniforms, as well as the equipment carried in his first ambulance, a 1970 Miller Meteor Cadillac, known as Tech 1. The items provide a historical perspective on how emergency medical services, and Hall Ambulance, has evolved over the last 48 years, and introduces our founder's ideals of care, compassion, and community to the next generation of EMS professionals.

Budget:

The expense of the project is considered to be proprietary information.

Audit says CSU stashed away \$1.5 billion and raised tuition

THE ASSOCIATED PRESS

SAN FRANCISCO — The California State University system kept \$1.5 billion in discretionary reserves while it raised tuition and lobbied the Legislature for more state funding, according to a report released Thursday by the state auditor.

Auditor Elaine Howle's report says that CSU accumulated the surplus from 2008 to 2018, primarily from student tuition. During that same time period, it nearly doubled student tuition at its 23 campuses but did not fully inform legislators and students about its surplus.

Tuition at CSU campuses rose from \$3,048 in 2008-2009 to \$5,742 in 2017-18.

The audit says the chancellor's office used the money to cover the cost of instruction and other operating costs. It said CSU kept the money outside of the state treasury and did not disclose the surplus in key documents it provided to legislators and students.

"By failing to disclose this surplus when consulting with students about tuition increases or when projecting CSU's resources and needs to the Legislature, the Chancellor's Office has prevented legislators and students from evaluating CSU's financial needs," the report said.

The audit's findings are the latest to tarnish the image of California's public university systems. In a 2017 audit of the University of California, Howle found misleading budget practices and that administrators had kept tens of millions of dollars in reserves not properly disclosed to the public.

CSU Chancellor Timothy White said in a statement Thursday the report was misleading and mischaracterized the purpose of reserve funds, which help to deal with state recessions and cover the cost of maintenance or other expenses previously paid for by the state.

"It is irresponsible to imply that these one-time funds could have been used in lieu of ongoing revenue



NICK UT / AP FILE

In November 2015, Chancellor Timothy White pauses during a California State University trustees meeting in Long Beach. The state auditor said Thursday that the CSU system kept \$1.5 billion in discretionary reserves while raising tuition at its 23 campuses and lobbying the state Legislature for more funds. White said in a statement the report is misleading and called it irresponsible to imply that these "one-time funds" could have been used in the place of ongoing revenue sources such as state funding or student tuition.



DAMIAN DOVARGANES / AP FILE

The campus of Cal State Los Angeles. State Auditor Elaine Howle says in a report released Thursday that the CSU system put the money, which came primarily from student tuition, in outside accounts rather than in the state treasury.

sources, such as state funding, or student tuition, for ongoing costs," White said. He also said it was incorrect to claim that CSU did not

fully disclose the funds. He said the audit's conclusion "overlooks dozens of presentations of publicly available reports that included information about these funds."

The report also criticized CSU for building expensive parking facilities at four of its campuses, which did little to alleviate parking problems but resulted in higher fees for students. It said CSU raised the cost of parking permits as much as \$236 per semester to pay for the new structures at its campuses in Sacramento, San Diego, Fullerton and the Channel Islands.

The report recommended that the chancellor's office be required to publish details of its discretionary surplus and take other steps to improve financial transparency, to ensure that details are easily available to trustees, legislators, students and the public.

WORTH NOTING | BUSINESS

Family Dollar reopens store on Niles Street

THE BAKERSFIELD CALIFORNIAN

A renovated Family Dollar store at 2110 Niles St., just west of Mount Vernon Avenue, will soon reopen with an expanded selection of merchandise, as well as new freezers and coolers.

The small-format convenience store will host a reopening celebration from 10 a.m. to 1 p.m. June 29. Gift-basket raffles, free samples and family entertainment are planned. Free gift cards will go out to the first 50 customers.

The retail chain's North Carolina parent said it is accepting job applications online at www.FamilyDollar.com/careers. Its stores typically employ six to 10 people, the company said.

job in the county, management, earns an average of \$54.56 per hour, followed by legal occupations' \$54.07-per-hour average, the report says.

It found the employment classification with the most workers is that of farmworkers and laborers, crop, nursery and greenhouse employees. Nearly 38,000 people work in such positions, far more than the second-leading job, cashiers, at 8,530, it said.

The report can be found online at https://www.bls.gov/regions/west/news-release/occupational_employment_and_wages_bakersfield.htm.

A series of upcoming webinars offers free help with a variety of legal, financial and other topics important to small local businesses.

A half-hour webinar set to begin at noon on July 10 will cover mandatory retirement savings, while an hour-long webinar starting at noon July 17 will explore options for financing a veteran-owned business.

Also, a webinar titled "Yelp for Small Business" will run from noon to 1 p.m. July 24. Information on all three is available at <https://csubsbdc.com/center-calendar>.

The online events are sponsored by Cal State Bakersfield's Small Business Development Center, in partnership with Blue-TechValley and Mid State Development Corp.

A new federal report says the average wage in Kern, \$23.77 per hour, is 5 percent less than the national average, even as many job classifications pay higher in the county than they do elsewhere around the nation.

The report, based on data from the U.S. Bureau of Labor Statistics, found few Central Valley counties surpass Kern's average wage. While the Sacramento area's average was 17 percent higher, Fresno's was 4 percent lower. The state's highest average, in the San Jose-Santa Clara area, led the list at \$38.69 per hour.

It also says 10 of Kern's 22 major occupations pay "significantly higher" than their national averages.

The overall best-paying

WORTH NOTING | COMMUNITY

Paramedics, EMTs to graduate Tuesday at Hall Academy

THE BAKERSFIELD CALIFORNIAN

The Harvey L. Hall EMS Academy will host its first joint graduation ceremony honoring Kern County's newest paramedics and EMTs at 5:30 p.m. Tuesday at the Elks Lodge, 1616 30th St. in Bakersfield.

The event marks the completion of Class 1 of the Hall Paramedic Academy, which began last August. All 14 students, who previously worked as Hall EMTs, completed the paramedic training assessment program, making them eligible to apply for sponsorship into the Hall Paramedic Academy.

The 16-week program included hundreds of classroom and lab hours. Afterward, the paramedic students completed extensive field internships and other training.

In addition to the paramedic program, 12 students will graduate from Class 35 of the Hall EMT Academy, which serves as the entryway to starting their EMS careers.

Established in 2018, the Harvey L. Hall EMS Academy serves as the training facility for the Hall EMT Academy and the Hall Paramedic Academy.

The campus also hosts continuing educa-

tion programs for Hall Ambulance paramedics, EMTs, RNs, and emergency medical dispatchers.

The rehabilitation of H Street between Truxtun Avenue and California Avenue is expected to precipitate multiple lane closure over the next few weeks, according to the city of Bakersfield's Public Works Department.

From 7 a.m. until 7 p.m. June 29, one lane of H Street will be closed at California Ave-

nue for both northbound and southbound traffic. California Avenue will be reduced to two lanes in each direction.

Beginning at 7 a.m. July 3 and continuing until 7 p.m. July 12, H Street between 4th Street and California Avenue will be reduced to one lane in each direction.

From 7 a.m. until 7 p.m. July 13, California Avenue at H Street will be reduced to one lane for eastbound and westbound traffic. Northbound and southbound traffic on H Street will be detoured onto westbound and eastbound California Avenue.

July 1, 2019

Kern County's Newest Paramedics and EMTs To Graduate in Joint Ceremony

By Mark Corum

The Harvey L. Hall EMS Academy will host its first joint graduation ceremony honoring Kern County's newest Paramedics and EMTs.

Graduates, along with friends, family, and Hall Ambulance leadership gathered for the commencement festivities on June 25, at the Elks Lodge located at 1616 30th Street in Bakersfield.

The event marked the completion of Class 1 of the Hall Paramedic Academy which began on August 20, 2018. All 14 students, previously working as Hall EMTs, were eager to take their EMS careers to the next level. Each of them completed the paramedic training assessment program, making them eligible to apply for sponsorship into the Hall Paramedic Academy.

The 16-week program included 608 classroom hours comprised of 452 didactic hours, 14 exams, 14 quizzes, six finals, and 150 hours in hands-on skills and labs. Afterward, the paramedic students completed 120 hours in hospital clinicals and 540 hours in field internships.

Their final steps towards becoming certified paramedics included passing the NREMT skills, FISDAP exit exam, and the NREMT written exam.

In addition to the paramedic program, 12 students will graduate from Class 35 of the Hall EMT Academy which serves as the entryway to starting their EMS career at Hall Ambulance Service. For seven weeks, the recruits completed 272 classroom hours and 224 didactic hours as they prepared to work in Hall Ambulance's 9-1-1 system, which covers 88% of Kern County's population.

The students completed five module exams, daily quizzes, and 48-hours in skills, in preparation to take the NREMT written test. Finally, they completed 24-hours in field training on ambulance ride alongs.

Established in 2018, the Harvey L. Hall EMS Academy serves as the training facility for the Hall EMT Academy and the Hall Paramedic Academy. The campus also hosts continuing education programs for Hall Ambulance Paramedics, EMTs, RNs, and emergency medical dispatchers.



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**Presenting Class 1 of the
Hall Paramedic Academy**



The Harvey L. Hall EMS Academy Hosts Its First Joint Commencement

by Mark Corum, director of media services

Graduates from Class 1 of the Hall Paramedic Academy and Class 35 of the Hall EMT Academy fill the stage during the dual graduation ceremony. Joining them on the left is Thomas J. Burke, Chancellor of the Kern Community College District and Myron Smith, program director of the Harvey L. Hall EMS Academy.

The Harvey L. Hall EMS Academy hosted its first joint commencement on June 25 of the new Hall Paramedic Academy and Class 35 of the Hall EMT Academy.

Nearly 300 family members and Hall Ambulance leadership were in attendance to show their support to the 14 paramedic students and 12 EMT students for their accomplishments.

The event marked the completion of Class 1 of the Hall Paramedic Academy which began on August 20, 2018. Each of the students, who previously worked as Hall EMTs, were eager to take their EMS careers to the next level. Upon completion of the Company's paramedic assessment program, they became eligible for sponsorship into the paramedic program. Through the support, their education and field training was covered as well as their regular wages while attending class Monday through Friday from 8 am – 5 pm.

Over 16 weeks, the paramedic students completed 608 classroom hours comprised of 452 didactic hours, 14 exams, 14 quizzes, six finals, and 150 hours in hands-on skills and labs.



Hall EMT Academy graduate Tabitha Braman speaks about the support and encouragement each of the students received from family members during their training.

Afterward, they were required to complete 120 hours in hospital clinicals and 540 hours in field internships. Their final steps towards becoming certified paramedics included passing the NREMT skills, FISDAP exit exam, and the NREMT written exam.

In addition, 12 students are prepared and ready to start their EMS career as emergency medical technicians as graduates of Class 35 of the Hall EMT Academy. For seven weeks, the recruits completed 272 classroom hours consisting of 224 didactic hours as they prepared to work in Hall Ambulance's 9-1-1 system. The students passed five module exams, daily quizzes, and 48-hours in skills in preparation to take the NREMT written test. Finally, they completed 24-hours in field training and ambulance ride alongs.

Established in 2018, the Harvey L. Hall EMS Academy serves as the training facility for the Hall EMT Academy and the Hall Paramedic Academy. The campus also hosts continuing education programs for Hall Ambulance Paramedics, EMTs, RNs, and Emergency Medical Dispatchers. *

A New Standard in EMS Training

by Mark Corum, director of media services and Nathan Kennedy, training coordinator



Hall Ambulance President and CEO Lavonne C. Hall leads the ribbon-cutting ceremony for the new state-of-the-art Harvey L. Hall EMS Academy.

Hall Ambulance has made a major investment in its commitment to training and continuing education programs with the opening of the new Harvey L. Hall EMS Academy.

President and CEO Lavonne C. Hall led a ribbon-cutting ceremony for the new facility located in central Bakersfield on February 19 as a preview for Company employees.

The campus will host the Hall EMT Academy and the recently created Hall Paramedic Academy. In addition, all continuing education training for Hall Ambulance employees will be held there.

The Harvey L. Hall EMS Academy is comprised of two classrooms, a clinical lab, and a simulation room featuring a high fidelity simulator that will enable students to further their knowledge with hands-on life-like patient scenarios.

The CAE Apollo is physiologically modeled, and creates a dynamic scenario, as its body adjusts naturally just as a human body would to an illness or injury. Paramedics, RNs, and EMTs can hone a variety of skills including chest decompression, emergency airway procedures, IV, IO, hemorrhage control, defibrillation, cardioversion, and pacing. Apollo has reactive eyes, can simulate convulsions, and automatic responses to emergency medications.



The entryway highlights our founder's contributions as a pioneer of modern-EMS in California.



This high-fidelity patient simulator reacts to intervention as a "real" patient would.

In addition to teaching the latest in emergency medical care, the Academy will be responsible for instilling the culture and history of Hall Ambulance Service to new employees. Upon entering, a display case features historical artifacts and wardrobe items worn by our founder and an elaborate wall display entitled "The Harvey L. Hall Founder's Era: 1971-2018." This timeline highlights the numerous innovations and milestones Hall Ambulance achieved under the leadership of Mr. Hall during its first 47-years. *