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## 2023 CAASE Award Submission

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**Submission Category:**

Community Impact Program (open to any community-based program)

Innovation in EMS

Employee Programs

**Submission Title:**

EMS Career Pathways Apprenticeship Program

**Contact Name:**

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**Organization:**

American Medical Response

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**Number of Annual Service Requests:****Number of Ambulances:**

0

**Business Type (check all that apply):**

Privately Held Corporation

**Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):**

American Medical Response, Crafton Hills College, California Department of Apprenticeship Standards.

**Situational Analysis (Background of Project):**

For many years, the ability for EMS providers to staff Paramedics has been challenging. Providers have, for years, implemented short term solutions aimed at solving their staffing shortages. These include things like shift incentives, hiring and relocation bonuses and more. There has been however, a lack of any sustainable long term solution to this shortage of Paramedics. The paramedic staffing challenges were exacerbated by COVID-19 pandemic which had a dramatic and lasting impact on the EMS system in California. Specifically, the industry has experienced what many believe to be the most significant paramedic staffing shortage in decades, impacting both public and private providers. American Medical Response (AMR) takes pride in presenting innovative initiatives that set us apart from other ambulance providers. The EMS Career Pathways Apprenticeship Program, approved by the Department of Labor and currently awaiting final approval by the California Department of Apprenticeship Standards, showcases our unwavering commitment to fostering talent and shaping the future of emergency medical services (EMS).

**Project Goals:**

Develop and gain approval for a Paramedic Apprenticeship program with both the Federal Department of Labor and the California Department of Apprenticeship Standards. As the exclusive employer for this groundbreaking program, AMR aims to revolutionize the way we train and develop our workforce, ultimately raising the bar for excellence in the industry and ensuring that AMR will be uniquely positioned to provide workforce sustainability to the communities we serve. The EMS Career Pathways Apprenticeship Program offers a unique and comprehensive approach to professional growth and development for aspiring EMS practitioners. By combining rigorous classroom instruction, hands-on learning, and mentorship from seasoned professionals, this program equips apprentices with the skills, knowledge, and practical expertise necessary to excel in their roles. As apprentices progress through the program, they gain a deep understanding of emergency medicine, patient care, ambulance operations, and critical decision-making—elements that are fundamental to providing top-quality medical services in high-pressure situations. Key Differentiators: Unparalleled Learning Experience: The EMS Career Pathways Apprenticeship Program transcends traditional training methods, offering apprentices an immersive learning experience that prepares them to thrive in dynamic EMS environments. Our curriculum, designed in collaboration with industry experts, combines theoretical foundations with real-world scenarios, ensuring apprentices develop the necessary skills to adapt and excel in diverse emergency situations. Industry-Leading Mentorship: AMR recognizes that mentorship plays a pivotal role in professional development. Through our apprenticeship program, we connect apprentices with experienced EMS practitioners who provide guidance, support, and firsthand knowledge. This invaluable mentorship fosters a culture of continuous learning, allowing apprentices to refine their skills and gain insights from seasoned professionals who understand the intricacies of the ambulance industry. Pathway to Success: The EMS Career Pathways Apprenticeship Program acts as the foundation for individuals seeking long-term careers in emergency medical services. By offering a clear career progression plan and opportunities for advancement within AMR, we empower apprentices to build rewarding careers with us. With our commitment to investing in our



workforce, apprentices have the potential to grow into leadership roles, driving innovation and shaping the future of the industry.

**Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):**

The project theoretically began in 2019 after a meeting with healthcare leaders from throughout California as part of the California Community Colleges Chancellor's Health Workforce Initiative. At this meeting we were asked to discuss potential long term solutions for healthcare staffing shortages. Many other healthcare jobs already have registered apprentice programs however, there are no registered apprenticeship programs for non public safety Paramedics. The only current apprenticeship program that exists is offered through Cal/Jac, a JPA of Cal Fire, the California Professional Firefighters and others. Discussion began about how to implement a program that would benefit the more than 76% of Paramedics who work for private companies in California. We began by drafting training standards that were based on Title 22 and national registry standards. This process was time consuming and included work by representatives from AMR, Crafton Hills College, representatives from The California Community College Consortium, the Federal Department of Labor, the California Department of Apprenticeship Standards and others. Next, we worked on the framework of the apprenticeship program itself. In order to differentiate ourselves from the existing public safety program, we included EMT training at the beginning of the program, then paramedic training, then flight medic training as the culmination of the full program. These standards were submitted to the Federal Department of Labor and ultimately received approval as a federally registered apprenticeship program in October 2022. (2023-CA-116095 EMS Pathways Apprenticeship Program). Once we received approval from the Department of Labor, we submitted the standards to the California Department of Apprenticeship Standards. While the approval from DAS is still pending as of the writing of this application, we expect to receive approval in the next 60 days.

**Results (Did you achieve your goals? How did you measure results?):**

We have achieved our goal of establishing an approved apprenticeship program and have begun the process of registering apprentices in the Federal Program. Once the final approval comes through for the State program, we will be able to back date the start date for all of the apprentices already registered.

**Impact (What impact has this project had on your service? Information can be given as narrative. However, if possible, please provide qualitative and quantitative information.):**

This program will have a significant impact of EMS staffing throughout the state of California and beyond. This process has also brought a great deal of attention to the current Paramedic staffing situation in California from Workforce Development Boards throughout California.

**Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):**

There was no budget for this program.

**Supporting Documents #1:**

EMT STANDARDS 10.18.2246 copy SD Signed.pdf

**Supporting Documents #2:**

Letter of Registration.pdf

**Supporting Documents #3:**

Registration\_Certificate\_3753463-2023-CA-116095.pdf

**Supporting Documents #4:**

**Supporting Documents #5:**

**Supporting Documents #6:**

**Comments:**

AMR's EMS Career Pathways Apprenticeship Program exemplifies our dedication to excellence, innovation, and investing in the next generation of EMS professionals. By spearheading this transformative initiative, we differentiate ourselves from other ambulance providers and solidify our position as an industry leader. We invite you to join us in embracing this cutting-edge program, leveraging its benefits to enhance patient care, and elevating the standard of ambulance services. Together, we can redefine what it means to be a leader in emergency medical services.

**CAASE Awards Submission Fee:**

CAASE Awards Submission - \$500.00

**General Section**