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2023 CAASE Award Submission

CAASE Awards Submission

Submission Category:

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

Submission Title:

AMR Earn While You Learn

Contact Name:

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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):

This is a statewide initiative so there are multiple individuals heavily involved in each AMR operation. If necessary, we can provide a full list.

Situational Analysis (Background of Project):

EMS is a family, and that family has a long history of replenishing itself from within. It is wonderful to see children of paramedics and emergency medical technicians following in their parents' footsteps. It really speaks to the fulfillment that comes from a career in EMS when multiple generations of caregivers are such a common occurrence. So much of EMS training and education is built on networks of current EMS providers that many programs must do little or no advertising to fill schools. The result of these trends is an EMS workforce that does not generally resemble the communities served. The challenge that comes when trying to introduce people without ties to EMS into the industry is that minorities and individuals from underrepresented areas might not see themselves reflected by those in the front of the ambulance. There can be financial barriers that prevent individuals from pursuing a career in EMS as well. as the training required includes many hours of specialty education before a caregiver may qualify to apply for a position. Recruitment efforts may also be limited to those already in training for EMT certification or paramedic licensure.

Project Goals:

The Earn While You Learn Program has two distinct goals: Remove the financial barrier to entry for those interested in a career in Emergency Medical Services by providing an income while a candidate is in training. Provide opportunities for underrepresented populations to develop meaningful and lucrative careers in Emergency Medical Services. The idea of the program was simple: hire a highly-motivated individual with at least a high-school diploma and train that person with the core competencies necessary to obtain an EMT certificate and ambulance driver's certificate, and to perform as an EMT in an ambulance operation.

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

Planning began in 2019 with the development of a program aimed at training and onboarding emergency medical technicians. AMR in California began its first Earn While You Learn program Alameda County where we identified an opportunity due to the need for EMTs to staff interfacility transport ambulances and the presence of a colocated, approved EMT training program run by AMR subsidiary NCTI. Modeled after similar programs AMR had launched in the Northeast, aspects of the new hire orientation program were integrated into the basic EMT curriculum. Examples include combining the Patient Movement module with specific gurney and stair chair training, and teaching medical documentation using the exact ePCR platform the candidates would be using in the field. The process used to identify students varies in each region. Some operations created job postings for students that were open to anyone that applied. In Riverside County for example, we partnered with the Workforce Development Board and the Department of Social Services to identify young adults who were close to exiting the foster care system and who were in need to a career path.

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

The first EWYL cohort in Alameda County started in February 2022. To date, there have been dozens of cohorts with several dozen graduates. The majority of the EMT graduates are still employed with AMR in various capacities, including IFT and 911 ambulance operations in seven counties. The graduating participants are more diverse than the typical new hire population and word of mouth from graduating participants has driven interest in future cohorts. The program expanded last year to include full cohorts of Paramedic EWYL students. This has made a significant difference in the



areas in which we have launched it. Candidates were administered a Fisdap assessment test prior to the start of each cohort. Test scores will be compared with completion data to help predict future success when and if it becomes necessary to limit enrollment due to cohort size restrictions.

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.):

Versions of this program are now in place throughout California. All sharing the same goals of building a more sustainable workforce that more closely represents the communities we serve. The program proved to be extremely successful with EMT and has since expanded to include Paramedic students in some areas.

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

Budgeting included all expenses related to training both the EMT curriculum as well as the normal new hire orientation. Wages were based on minimum hours necessary to complete the combined EMT/New Hire curriculum with accommodations for attrition. Anticipated and allowing for additional study and individual education plans. Initial cohort sizes were smaller than anticipated with a related favorable impact on expenses.

Supporting Documents #1:

Supporting Documents #2:

Supporting Documents #3:

Supporting Documents #4:

Supporting Documents #5:

Supporting Documents #6:

Comments:

CAASE Awards Submission Fee:

CAASE Awards Submission - \$500.00

General Section