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2025 CAASE Awards

Application Instructions



The CAA Service Excellence (CAASE) Awards are open to all ambulance companies and agencies operating within California. To participate, applicants must submit an online submission that includes a **Statement of Entry** and any relevant supporting materials.

Submission Process

All materials must be submitted through the CAA's online application form. The following file types are accepted:

Documents: PDF, Word, Excel

Images: JPEG/PNG

Links: Video content or webpages that support the entry

Once your submission is received, you'll get a confirmation email with instructions for uploading any additional materials. If you wish to include photo displays, these may be shipped separately to the CAA for presentation at the Annual Convention.

Terms of Use

By submitting an entry, you grant the California Ambulance Association permission to publicly share your materials as examples of best practices. Submissions may be used for educational, promotional, or marketing purposes.

Contact Information

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2025 CAASE Awards Submission

Submission Category:

Innovation in EMS

Submission Title:

Local Critical Care Paramedic Training Program

Number of Annual Service Requests:

Over 120,000

Number of Ambulances:

110

Business Type (check all that apply):

Business

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

Scott Charlston, CCT-P, Clinical/CQI Coordinator (scharlston@americanambulance.com) Danielle

Campagne, MD Medical Director (dcampagne@americanambulance.com)

Situational Analysis (Background of Project):

The absence of a regional CCT training program required staff to attend courses out of state.

Project Goals:

The locally delivered CCP training program expands access, exceeds clinical standards, and supports employee development.

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

Delivered over two months with twice-weekly in-person sessions, the course provided over 120 hours of instruction. After months of development, the course launched in February and concluded in April 2025.

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

All 12 students successfully completed the course and passed the final written exam, with 83% also passing the BCCTPC CCP-C exam, significantly higher than the national average.

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.):

By developing and delivering the course in-house, American Ambulance maintained full control over quality and scheduling, reduced pressure on participants, and established a sustainable, replicable model for other EMS agencies.

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

Significantly reduced the costs associated with sending staff to the University of Maryland Baltimore CCT-P course.

Supporting Documents #1:

CCT Award Submission.pdf

Supporting Documents #2:

Supporting Documents #3:

Supporting Documents #4:

Supporting Documents #5:

Supporting Documents #6:

Comments:

CAASE Awards Submission Fee:

CAASE Awards Submission - \$100.00

In 2024, American Ambulance launched the Central Valley's first locally delivered Critical Care Paramedic (CCP) training program. This is an innovative response to the growing demand for highly skilled paramedics in interfacility critical care transport. Approved by the Central California Emergency Medical Services Agency (CCEMSA), this program was designed to exceed California's 100-hour didactic training requirement and to provide an accessible, rigorous, and regionally relevant pathway for career advancement. This initiative not only addressed a key system need but also reinforced American Ambulance's long-standing commitment to clinical excellence and employee investment.

Goals

The American Ambulance CCP Training Program was created with four primary goals in mind:

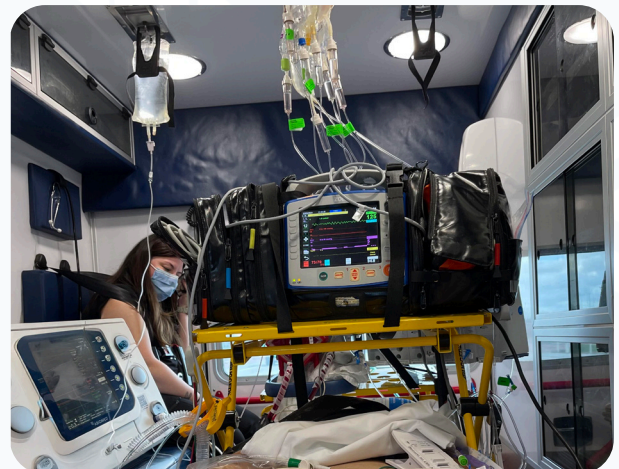
- **Increase Access:** Offer a high-quality, locally delivered program to eliminate the need for extended travel or costly out-of-area tuition, reducing time away from work and family.
- **Raise Clinical Standards:** Deliver a comprehensive educational experience that exceeds state minimums and prepares paramedics for the national CCP-C exam with confidence.
- **Strengthen Retention and Morale:** Provide current employees with meaningful growth opportunities, supported by internal mentorship and paid time to participate.
- **Improve Local Patient Care:** Build a stronger CCT team with the skills to manage high-acuity, complex interfacility transports across the Central Valley.



Planning & Implementation

Unlike many fast-paced, high pressure critical care courses that require paramedics to leave the area, this program was hosted entirely in-house and structured to support working professionals with the time and resources needed to succeed. Delivered over two months, the course met twice weekly in person and provided over 120 hours of instruction. Each session blended lecture, case review, and scenario-based skills training using high-fidelity manikins and advanced transport equipment, including ventilators, IV pumps, and high-flow nasal cannula systems.

Guest faculty included Dr. Danielle Campagne (Medical Director, American Ambulance and Chief of Emergency



Medicine, UCSF Fresno), Dr. Miranda Lewis (Medical Director, CCEMSA), and Dr. Crystal Ives (Emergency Physician, CRMC), along with UCSF medical residents, respiratory therapists, and pharmacy specialists. This multidisciplinary learning and expanded lecturer participation not only better prepared students for critical care transport but also broadened their clinical perspective.

Instructional leadership was provided by Clarissa Torralva, a veteran American Ambulance CCT paramedic with over five years of field experience and a strong history of preparing paramedics for the national CCP-C exam. Clarissa provided individualized study plans, review tools, and structured learning timelines tailored to each student's needs. Her mentorship was central to the program's tone and academic success.

Project Results

12 participants were selected, each having a minimum of three years of field experience, strong clinical judgment and approval from the Medical Director. All twelve participants successfully completed the course and passed the final written exam. Of the six who have taken the national CCP-C exam administered by the Board for Critical Care Transport Paramedic Certification (BCCTPC), five passed on their first attempt, an 83% pass rate that far exceeds the national average of approximately 30%.

In addition to strong exam outcomes, feedback from students and lecturers highlighted the quality of instruction, relevance of course content, and value of learning in a local, supportive setting.

Impact

The program's impact reaches well beyond the classroom. It created a new regional benchmark for CCT training and elevated the clinical capacity of American Ambulance's transport teams. By delivering the program in-house, American Ambulance retained full control over instructional quality and course pacing, eliminated the need for out-of-state vendors, and minimized disruption to participants' personal and professional lives.

Morale among participants and their peers has measurably improved, with many employees expressing appreciation for the company's investment in their growth. This effort has also created a scalable model that other EMS agencies can replicate, providing a framework for sustainable employee development without compromising service delivery.

Most importantly, the program has directly contributed to improved patient care in the Central Valley. Graduates are now better equipped to handle complex interfacility transports and manage critically ill patients with greater confidence and thoroughness.

Conclusion

The American Ambulance Critical Care Paramedic Training Program stands as a strong example of innovation in EMS education and employee development. It reflects American Ambulance's values of clinical excellence, operational sustainability, and deep investment in its employees. Through thoughtful planning, high-quality instruction, and measurable outcomes, this project has set a new standard for what's possible when EMS organizations invest in people while collaborating with local experts.

