

# SOG 39: Village of Owego EMS Department THREE YEAR CME-BASED RECERTIFICATION PROGRAM

Adopted: 09/08/2020  
Changed:

Effective: 09/08/2020  
Change Effective:

Administered by:  
Owego Emergency Squad  
NYS DOH EMS Agency #5317  
Program Overview and Responsibilities

### **The Purpose:**

This program is designed to permit an active CFR, EMT-Basic, EMT-Advanced, EMT-Critical Care, or EMT-Paramedic (pre hospital provider) to recertify to practice pre-hospital medicine as an extension of the medical director of Owego EMS., so as to limit legal liability to the pre-hospital provider, Physician and Agency, to reasonably assure that the pre-hospital provider maintains at least a minimal level of competency necessary for safe practice, and to protect the health and welfare of the community.

- **These policies will outline and direct the operations of the New York State Continuing Medical Education Based EMT Re-certification Program (CME Program), at Owego EMS located at PO Box 22, Owego NY 13827-0022**

### **Definitions, Rules & Responsibilities:**

#### • **Agency & Agency Code:**

Village of Owego EMS Department (Owego EMS) is currently assigned the NYS DOH EMS Agency Code of 5317 and as such is recognized by the NYS DOH as a NYS certified EMS Ambulance Agency.

#### • **CME Coordinator:**

The CME Coordinator is a designated member who will oversee continuing education in accordance with NYS DOH policy, as well as the Owego EMS guidelines. It is the policy of Owego EMS that Daniel Woody Jr. will be designated as the CME Coordinator, Owego EMS Training Officer. Paul Cole will be appointed as Assistant CME Coordinator, Assistant Owego EMS Training Officer.

If there is a permanent change in either the Coordinator or Assistant Coordinator, the new person shall be responsible for notifying the NYS DOH within 30 days and submitting updated paperwork as required. The Captain shall be responsible for notifying the membership of the change in status.

• **The CME Coordinator and the Assistant CME Coordinator will:**

Ensure pre-hospital providers are in good standing with Owego EMS Bylaws and compliant with Susquehanna Regional EMS SREMS' Regional Emergency Medical Advisory Committee (REMAC), (ALS pre-hospital providers only)

- Ensure all training records are maintained and filed in accordance with Owego EMS policy and NYS DOH rules & regulations
- Ensure that all CME Recertification training meets DOH requirements
- Track (normal delegation is to the Image Trend administrator) the progress of all CME Program participants, reviewing at regular intervals with the participant their progress, and (if need be) notifying the Participant in a timely manner that they will be unable to renew their certification via CME and must complete a NYS DOH Traditional Refresher Program
  - Notification of certification expiration is achieved by
    - Image Trend log in screen for PCR generation
    - Public posting (at station) of pre-hospital provider certification expiration dates
    - Email Reminders
- Properly prepare, verify and submit all Owego EMS CME Program paperwork to the DOH Bureau of EMS
- Properly prepare, verify and submit all vouchers for payment to the DOH Bureau of EMS
- In addition to any other duties needed.

**Medical Direction:**

Owego EMS Medical Director under normal circumstances, assumes the roles and responsibilities as outlined below:

- The Medical Director shall ensure that the training classes and training courses that are held by Owego EMS are appropriate and pertain to the emergency medical services
- The Medical Director in concert with the training officer and/or CIC shall ensure that the content and material presented for training is medically sound and pertinent to the curriculum
- The Medical Director shall follow the procedures within the NYS DOH CME Program for evaluating and attesting to a participant's continued skill competency and shall include all skills as outlined by the NYS DOH

- The Medical Director shall be notified when a participant has a status change from this program
- The Medical Director, working in concert with the CME Coordinator, the Assistant CME Coordinator and Owego EMS Captain, shall be jointly responsible for ensuring that all paperwork submitted to the DOH Bureau of EMS for recertification and or other business pertaining to the CME Program shall be within the policies and guidelines of the CME Program
- The Medical Director will work with agency personnel to strive to provide consistency of pre-hospital emergency medical care across all the operating territory and surrounding areas
- The Medical Director understands that his/her contact point into the Owego EMS CME Program is the CME Coordinator, and secondarily, the Assistant CME Coordinator, and that the CME matters should come before the Medical Director (MD) only via the CME Coordinator, and/or the Assistant CME Coordinator and should any CME matter come before the MD by other means, the MD will contact the CME Coordinator or the Assistant CME Coordinator before taking any action on the matter.

**Program Participant:**

Program participants are any agency members or employees that are eligible for and have enrolled in the CME Program.

- Participant must remain in good standing with Owego EMS and the respective REMAC and have remained in "**continuous practice**" as defined by NYS DOH.

**Transfer of Records (in and out):**

Transferring IN:

In the event a new member joins Owego EMS and is a participant in the NYS CME Program with another agency but wishes to transfer to **Owego EMS** he or she may participate.

The transferring participant must:

1. Provide on previous agency letterhead, verification from their CME coordinator all education topics and hours earned that can be tracked from that agency's training records.
2. Copies only (not originals) of training certificates, topic outlines, and attendance records to be included with verification letter.

Transferring OUT:

A pre-hospital provider who is currently participating in the CME program with Owego EMS and wishes to transfer their participation to another agency can request and will receive from the CME coordinator a letter on Owego EMS letterhead outlining all training within that participant's training file, including topics of study, hours earned, and skill practice. The participant may copy all training files as needed. The participant transferring out **CAN NOT** take with them the original

training documents. A copy of any electronic files for Electronic record keeping will also be given to the pre-hospital provider transferring out.

- **"Continuous Practice" –**

Participation in the New York State DOH Bureau of EMS 3-year CME recertification program requires that a participant remain in continuous practice. Continuous practice is defined by Owego EMS as a NYS DOH certified pre-hospital provider who in addition to participating in continuing medical education, also responds to emergency and/or non-emergency requests for medical assistance representing Owego EMS, and on a routine basis provides pre-hospital patient care within their scope of practice as defined by Article 30 PHL and Title X NYCRR Part 800 during the recertification cycle up to and including the period of time that the recertification application has been submitted.

Proof of active participation with patient care must be verifiable through run reports and PCR's within the 3-year cycle prior to recertification.

- Current on NYS BLS Protocols
- Current on NYS ALS Protocols (If applicable)

- **Removal from the CME Recertification Program:**

A member's participation in the CME Program may be restricted or revoked at anytime with cause.

- **Reasons for restricting, suspending, or revoking participation in the CME Recertification Program may include, but is not limited to, any of the following:**
  - Falsifying CME records, such as:
    - Classes attended
    - Duration of classes attended
    - Topic of classes attended, etc
  - Failure to demonstrate proficiency at a skill after sufficient remediation,
  - Failure to complete assignments for any CME class,
  - Failure to participate in a CME class, topic, or evaluation,
  - Insubordination - related to the CME Recertification Program only,
  - Dishonesty - related to the CME Recertification Program only,
  - Inappropriate conduct during a CME class, lab or evaluation,

- A change of status in membership/employment (change to "inactive" or resignation from Owego EMS.),
  - Failure to meet defined "**continuous practice**",
  - Failure to remain in good standing with the respective REMAC,
  - Failure to demonstrate proficiency in the field.
- **If a Program Participant is removed from the CME Recertification Program for any of the above reasons.**
    - The pre-hospital provider is ultimately responsible for the maintenance of their NYS certification. It is understood that a pre-hospital provider may not and will not practice without current NYS DOH certification. It is the responsibility of the pre-hospital provider to refresh their certification by any other appropriate means. The CME Coordinator will assist the pre-hospital provider in determining and initiating other available options.
    - A participant withdrawal form will be completed with cause for termination from program noted and placed in participant's file folder.

• **Expiration Dates**

- This is the date affixed to the NYS DOH Certification Card, which denotes the end of the pre-hospital provider's certification.
- Participants are ultimately responsible for maintaining NYS DOH certification and monitoring the expiration date of that certification.
- The CME Coordinator will also monitor the expiration dates of the participant's certification. However, preparing for recertification by any means remains the responsibility of the pre-hospital provider cardholder.

Owego EMS and the CME Coordinators are there to assist individuals achieve recertification.

- **The CME Coordinator, and the Assistant Coordinator, or designee will notify all members/employees of expiration dates that expire in the next 180 days.**
- **Every pre-hospital provider, regardless of their CME Program participation is notified as to exactly how many days are remaining on their certifications.**

• **CME Program Paperwork:**

• **Agency Registration Form — (NYS DOH 4227)**

- This is the application for Owego EMS to participate in the CME Program.

• **Recertification Forms — (NYS DOH 5295 5065, 5067, 5066, 4231)**

- These are the actual applications for renewal of certification. Each form is for a different pre-hospital provider level. These are submitted to the NYS DOH when a participant has completed the requirements of the CME Program and is applying for recertification.
- The original form (with original ink signatures) is submitted by the CME Coordinator to the NYS DOH, with a copy kept on-file.

• **Vouchers (AC-3253s)**

- For agency use only.

• **Administrative Program Participant Form (NYS BEMS)**

- This form (found at the end of the NYS DOH CME Program Administrative Manual) is read and signed by each Program Participant when joining the CME Program, and is filed in the participant's training file.

• **Submission of Applications for Recertification:**

- Applications for recertification may be submitted to the NYS DOH up to nine (9) months before the applicant's certification expires.
- Applications for recertification must be postmarked to the NYS DOH no later than 45 days prior to the applicant's certification expiration date. As such, to allow time for Owego EMS to complete and process the application, participants must complete all CME Program requirements at least 90 days prior to expiration of certification.

• **The start of the application process.**

- The steps of the process are outlined below:
  - Meet with the pre-hospital provider to explain the recertification through CME program versus the taking of an NYS refresher course.
  - Assist pre-hospital provider with completion of the appropriate forms (level of certification) to enroll in program. Forms include

DOH-5295, DOH-5065, DOH-5067, DOH-5066, and DOH-4231.

- Establish participant's file and make copies of any current certifications applicable to program.
  - Review and explain the training and education requirements per practicing level of care.
  - Map out a plan with enrollee to accomplish goals in a reasonable timetable.
  - Periodic communications during application process to review and advise participant on what is lacking to complete requirements for complete recertification documentation.
- The CME Coordinator will then present the completed application and supporting documents to the Medical Director for review. Once the CME Coordinator /Assistant CME Coordinator and the Medical Director agree that the participant has completed all requirements for recertification, both will sign the application.
  - The CME Coordinator will submit the application for recertification via certified mail with return receipt postcard to the NYS DOH. The application package shall be postmarked no later than 45 days prior to the participant's current certification expiration date.

• **Late Application Submissions:**

- In the possible event that an application may require late submission to the NYS DOH;

Owego EMS will **CONSIDER** the submission of late CME Program paperwork **ONLY** in the event of a medical or unavoidable circumstance that made an on - time submission impossible. The issue must be documented as per Owego EMS policies, and final determination on whether or not to submit the late paperwork rests with the Board of Directors. The Board will not submit an application for an individual whose certification has lapsed.

• **Record / File Maintenance:**

- EMS Personnel and CME Participant Records will be kept in a secure filing cabinet that is always kept locked. This cabinet shall be in a designated area of the Owego EMS Operations Room. Access to the files shall be strictly limited to the following personnel:
  - CME Program Coordinator/EMS Captain.
  - Assistant Program Coordinator/Training Director.
- "Active" Records will be filed in alphabetical order with different colored folders for each EMT certification level. A master list of CME Program participants will be maintained in a separate file folder in the front of file for quick reference. Additionally, the individual program participant's file folder will be flagged in such a manner as to easily identify that individual as a program enrollee.
- "Inactive or Archived" Records - A separate section or cabinet drawer will be set aside for participants who become inactive or who resign from Owego EMS. A different area of the cabinet will be utilized for separation of these records. These records will be considered "archived". Records recently placed in this area may be re-activated and moved back to "Active" file section as required. (Owego EMS adds member, a separate file cabinet drawer may be necessary and will be labeled appropriately.)
- "Archived" Records will be maintained for a period of not less than seven years.
- After such time has expired, these records will be destroyed by appropriate shredder methods before final disposal. A Written log of records to be destroyed shall be maintained that clearly states what is being destroyed and applicable dates.
- Records may be reviewed by any participant by contacting the CME Coordinator only. In his/her absence, the Assistant CME Coordinator may conduct the review. A mutually agreeable appointment time and date will then be arranged for the review. Enough notice must be afforded to both parties involved. A written log should be made of such reviews/meetings and kept in a secure file folder.
- **Absolutely No Records will be taken from the Agency Operations office at any time.** Copies of records may be made, but such records are given only to the participant and must pertain solely to the individual participant's records or for electronic data entry. Image Trend will be used for electronic record keeping and the certificate be placed in the participants file. Image Trend offers several layers of data backup.



• **Record Audits:**

- Audits of training records shall occur at least **four** times per calendar year. These audits shall be conducted by the CME Coordinator and documented.

• **Training:**

- Training for the CME Program may be obtained in a variety of ways. It should be understood by all participants that this program is designed to ensure EMS healthcare providers remain proficient in their skills and are able to provide competent patient care.
- Owego EMS encourages in person training as in person training is offered on a monthly basis. However, it is understood because of various reasons, that in person training cannot be achieved with member's busy lives. An in-person training schedule will be posted at the beginning of the year that will be offered, that may change as agency, participant, other needs arise.
- In-person training is defined as:
  - Participant physically present at the training
  - Participant participating via live electronic media such as but not limited to Skype, Zoom, Webex, etc.
    - This will be verified by person in charge of training to monitor participants remain present during training and only receive credit for the training attended.

Program participants who wish to apply non-specific or non-traditional training to their CME Program must obtain preauthorization from the CME Coordinator/Assistant Coordinator prior to attending, completing and or receiving credit for such training. The CME Coordinator/Assistant Coordinator must be given enough time to research the training by checking with the Medical Director and NYS DOH.

• **"Core" Refresher Training:**

- Each level of pre-hospital provider is required to complete a specific number of "Core" Refresher Training hours and topics, as specified in the NYS CME Program Administrative Manual. This training must be overseen by an appropriately credentialed NYS Certified Instructor Coordinator (CIC).

• **Online (Internet) Training:**

- Participants have access to a wide variety of subjects in the EMS field to accomplish their goal of continuing education during recertification at his/her leisure by utilizing educational materials available through self-study such as internet (On-line) education. While doing on-line training, the participant will broaden their knowledge base and gain valuable tools to utilize during emergency situations. All self-study training including On-line CME's are limited in the number of CME hours that can be utilized.

- A maximum of 100% of the total Core Refresher CME's can be self-study.
- A maximum of 100% of mandatory Non-Core Material can be self-study.
- A maximum of 100% of the Non-Core Additional requirements can be self-study.
- On-line Skills practice cannot be applied towards CME recertification. All Self Study CME's must be authorized by CME Coordinator with the approval of the Medical Director and NYS DOH. Again, participant should contact CME Coordinator prior to commencing any online training.
- Because of the expense of online training programs, the program participation will be an individualized account. Once an online training class is complete, the certificate of completion (PDF copy or printed), topic hours, and WITH a training outline will be forwarded to the CME coordinator for proper electronic documentation in Image Trend for electronic record keeping and the certificate be placed in the participants file. Again, Image Trend offers several layers of data backup.
- Unacceptable documentation, not limited to:
  - "Screen shots" of a list of classes taken, with no backup information IE; certificate of completion, outline, hours participated
  - Any documentation that would cause the participants file not to be audit ready
  - Any documentation rejected by CME coordinator, CIC, or Image Trend electronic data entry person.

• **Payment for training courses:**

- All "Core" Refresher Training classes are provided by Owego EMS at no expense to the participant pre-hospital provider.
- Unless otherwise advertised or pre-arranged by Owego EMS Training Committee, any tuition or monies needed for enrollment in training, lab session, skills review, textbooks, or any other training material that is not provided as "Core" Refresher Training by Owego EMS is the sole responsibility of the **Program Participant**.

• **Acceptable "Non-Core" Additional Continuing Education Material:**

- Material that is acceptable for "Non-Core" continuing education is any EMS relevant and patient care related education that builds upon current knowledge or introduces new material. This material must be pertinent and verification of its relationship to the Emergency Medical Services is required.
- **This material may include:**
  - Topics that are relevant to the Emergency Medical Services,

- Didactic study that includes periodic evaluations,
  - Introduction of new material, procedures, protocols, or research on existing medical topic,
  - Scenario based review and call management,
  - Performing research on a related topic,
  - Instructing a course or class on a related topic
  - Other such academic activity as pre-approved by the CME Coordinator /Assistant Coordinator.
- **For continuing education to be credited to a participant the following applies:**
    - The class or CME hours must:
      - Contain objectives,
      - Have direct relevance to EMS,
      - Be approved by a NYS CIC and CME Coordinator.
    - The CME hours will be available to all providers.
      - The hours shall be posted or advertised via normal channels for training.
    - Material from any outside CME session outside the agency must accompany the participant's CME record for verification. That material must include:
      - Proof of content,
      - Proof of attendance,
      - Proof of participation.

• **Skill Competency Verification:**

- Each pre-hospital provider must demonstrate proficiency in the skills outlined in the NYS CME Program Administrative Manual.
  - These methods will be used to verify skills:
    - Direct observation and documentation by CME Coordinator, Assistant CME Coordinator, NYS CIC, NYS CLI, or designee using DOH practical skill evaluation sheets,

• **Certification Verification:**

- Any official document (card, certificate, verification letter, etc.) presented to the CME Coordinator or the Assistant CME Coordinator as evidence of completed training must be the original, unaltered, document.
- Copies, unless they are official copies noted as such and issued by the training provider, will not be accepted.
- All documents must be verifiable. Any document which the CME Coordinator cannot authenticate by directly contacting and verifying with the document's issuer will not be accepted.
- This includes, but is not limited to:
  - NYS DOH certificates
  - CPR / ACLS / AHA / PHTLS certificates/credentials
  - CME credit verification letters
  - Any other such related document.

• **Documentation of Training:**

- NYS DOH requires proof of:
  - Attendance - "Prove you were there,"
  - Participation - Pre/ post test results, course materials, etc.,
  - Content - Curriculum outline

- **Must include All of The Following Elements (at a minimum):**
  - Date of training,
  - Scheduled hours,
  - Overall title,
  - Detailed outline of the topics covered,
  - Any references used,
  - Instructor name & credentials,
  - Time participant arrived at presentation and time participant left presentation (copy of attendance sheet).
- May include any combination of the following (So long as the minimum elements are met first):
  - Copy of training announcement,
  - Copy of hand outs,
  - Copy of pre/posttests,
  - Copy of sign in/out sheets,
  - Copy of slide presentation,
  - Copy of anything produced in small group activities,
  - Self-documentation (as approved by the CME Coordinator),
  - Anything else to help fulfill the minimum documentation elements.
- Documentation of training must be provided to the CME Coordinator within 30 days of completion of the training.
  - **No** timely documentation (30 days Max.) = **no** CME credit.
- Owego EMS reserves the right not to accept documentation that is inaccurate, incomplete, altered in any manner, or untimely, and to refuse credit to participant for such training.

• **Periodic Policy Review:**

The CME Coordinator and /or Assistant CME Coordinator will review this policy and the entire Owego EMS CME Program annually (no later than December 31st of each calendar year). The results of this annual review will be brought before the Village of

Owego Board at their first meeting following this review. At which time, the Board may make any necessary suggestions or changes to improve the Program.

The following members have NYS CIC/CLI for Owego EMS

- Volunteer Employees of Owego EMS
  - Paul Cole, NYS EMT-CC 204132, NYS CIC 9570
  - Stephanie Cole, NYS EMT-CC 268623, NYS CIC 9569
    - CME signature authority expected January of 2021
  - Daniel Woody, NYS EMT-CC 251761, NYS CLI 9689 exp 5-31-22

**Approval:**

CME Coordinator: Parred Woody Date: 9/16/2020

Sign; Parred Woody

EMS Captain: Robin Shaver Date: 9/8/2020

Sign; Robin Shaver

Medical Director: John H. [Signature] Date: 09/08/2020

Sign; John H. [Signature]

Village of Owego [Signature] Date 9/15/2020

Sign; \_\_\_\_\_