

## Paramedic / Advanced Provider FTO Training



### Objectives

At the end of this training, the paramedic / FTO should be able to:

1. Define the process goals
2. Describe the credentialing process for advanced providers
3. List the primary responsibilities of the FTO
4. Define the role of the Field Commander in the credentialing process
5. Describe typical daily activities directly related to the credentialing process
6. Describe the daily use of the tracking tool
7. Demonstrate appropriate documentation of completed process objectives

#### I. What does the FTO do?

Studies and Understands the Credentialing Process & Objectives

- A. Acts as a teacher and coach for the Credentialing Member
  - i. Determines through discussion the needs and priorities for the Credentialing Member
  - ii. Focuses on the needs of the Credentialing Member as well as those of the system
  - iii. Uses personal experiences to guide rather than direct the Credentialing Member
- B. Acts as an evaluator for the process objectives
- C. Documents the initiation and/or completion of process objectives
- D. Regularly communicates Credentialing Member process status to the Field Commander
- E. Communicates concerns and/or conflicts to the Field Commander
- F. Attends Credentialing Member process evaluation meetings
- G. Recommends the Credentialing Member for Process completion

#### II. So, what does the Field Commander do in this process?

- A. Acts as a resource to the FTO and Credentialing Member
- B. Regularly receives Credentialing Member status updates from the FTO and Credentialing Member (minimum every week)
- C. Assists the FTO with concern or conflict resolution as needed
- D. Communicates concerns and/or conflicts to the Director of Operations and Clinical Practices
- E. Regularly reviews (minimum every two weeks) Credentialing Member process progress (documentation) and discusses with both the FTO and Credentialing Member

#### III. What needs to be done every shift?

- A. Start as any other shift
- B. Early in the shift, review the Credentialing Member's progress and areas for improvement
  - i. Review all Competency Improvement Plans if present
  - ii. Review specific target areas for improvement during the shift
  - iii. Review progress on completion of objectives
- C. Leave the tracking tool at the station
- D. During the shift, review each call after all required tasks are completed
  - i. Start with the positives
    1. What went well?
    2. What special things did you see?
      - a. No negatives until positives discussed first
  - ii. What did you learn? What would you do different, if anything, if you had a similar call in the future?
  - iii. Review areas for improvement - Steer the discussion so that the Credentialing Member brings forth the improvement needs
  - iv. After identifying improvement areas, have the Credentialing Member come up with an action plan for improvement; Provide suggestions and assistance as needed
  - v. Make notes of improvement action plans for your memory
- E. If an issue requiring improvement comes up again and again, a formal action plan is needed (Competency Improvement Plan)



- VI. How do I use the tracking tool during each shift?
  - A. Did I mention to leave the tracking tool at the station?
  - B. After each call review, you and the Credentialing Member should identify objectives attempted
    - i. Review the specific actions required to meet an objective
    - ii. If all actions for an objective are successfully met, document as completed
    - iii. If all actions for an objective are not successfully met, document as such
  - C. Near the end of the shift, review the day and ensure all documentation is complete
  - D. If a Competency Improvement Plan (CIP) is needed, develop and ensure a copy is in the Credentialing Member's documentation
    - i. Develop with Competency Improvement Plan together
    - ii. If you need help with this, contact the Field Commander
    - iii. If the Credentialing Member is having difficulty after the CIP is in place, FREQUENT communication is an ABSOLUTE
  
- VII. What needs to be documented? Why? How?
  - A. Clinical & Operational Objectives
    - i. Documentation means all objectives met satisfactorily
    - ii. Document only what is fact and demonstrated through performance
    - iii. Does the Credentialing Member need continued improvement in a specific area as determined by performances?
    - iv. Does the documentation accurately support your impression of the Credentialing Member's performance?
    - v. Does the Credentialing Member's performance meet the standards of the MFAEMS System?
  - B. Competency Improvement Plan (CIP)
    - i. Required when the Credentialing Member has 3 needs improvement results for a single objective
    - ii. Designed to help the Credentialing Member before it is too late
    - iii. Focuses on improvement and success
    - iv. Clearly identifies the specific actions that are not meeting the standards for this objective, the possible reasons for the inability to achieve success with this objective, the agreed upon actions to improve performance, and the time frame for reviewing the CIP progress
    - v. Is communicated to the Field Commander and System Medical Director (minimum)
    - vi. Copy of the Competency Improvement Plan is provided to the Credentialing Member, FTO and System Medical Director
  - C. Documentation is critical
    - i. Should be detailed and very specific to measurable elements (i.e. "Catheter hub was not stabilized while placing syringe on catheter.")
    - ii. Should be written, where possible, by the Credentialing Member
    - iii. Should have goals for improvement, plan for evaluation, and appropriate measurements for whatever is documented
  
- VIII. Tips for Success
  - A. Commit to being with your new partner every shift if at all possible
  - B. If you are away from work, ensure your alternate is able to fill in for you
    - i. The alternate needs to have the same training in the process as you
    - ii. The alternate needs to know from you the status and progress of the Credentialing Member
    - iii. The alternate needs to brief you when you return
  - C. Be familiar with the Process and the Objectives
  - D. Focus on the objectives
    - i. Avoid training to personal preferences
    - ii. Remember there are often multiple ways to manage the same issue
    - iii. LISTEN to the Credentialing Member's point of view
  - E. If you are not sure about something, ask! Use the chain of command for operational issues and the System Medical Director for clinical/process issues