



Prompt Ambulance Central

EMS Internship Program

INTRODUCTION

Prompt Ambulance Central is dedicated to supporting our communities and to serving as a leader in the field of EMS. Prompt Central's EMS Internship Program provides an introduction to the field of EMS for area high school students (upper level, junior/senior) who may wish to pursue careers in EMS. Participating interns gain hands-on experience through learning skills in the area of patient care and transport, equipment and vehicle maintenance, the importance of accurate communication and reporting, and working together in a team-based environment.

1. CANDIDATE IDENTIFICATION AND ENROLLMENT

There are several ways that an individual may request to become a participant in the Prompt Central EMS Internship Program. These are as follows:

- Referral from a Prompt Associate, an EMS provider, or another health care professional
- Individual request from parent or from the student themselves
- Formal request from vocational instructor at an area high school

In each case, prospective interns will complete an internship application and submit it to Prompt Central, where all applications will be processed. Once reviewed, all applicants will be notified and those who are accepted will receive an orientation date/location. In addition, Prompt Central has operational locations in multiple communities, with three fully staffed stations within its service area (Lafayette, Rensselaer, and Logansport). Prospective interns living in or near any of these locations may request to pursue their internship experience at the location which is closest to their residence.

2. INTERN ORIENTATION

Upon acceptance into the Prompt Central EMS Internship Program, each intern or their parent/guardian must sign and return a Liability Waiver Form (intern < 18 years of age requires parent). The form must be returned to Prompt Central prior to the beginning of the internship. Each intern must also complete a four hour orientation designed to help prepare them for their work experience. The orientation is also designed to provide them with clear objectives and expectations for their internship with Prompt. The orientation will include the following:



- Completion of HIPAA and Blood Borne Pathogen training
- Overview of Prompt EMS service, including tour of station, company background and mission, Prompt's focus on excellence in patient care, and our dedication and leadership in the field of EMS
- Identification of work activities and work/learning expectations, including identification of both on-station work activities as well as patient care activity that intern WILL and WILL NOT be engaged in (e.g., interns will not be permitted to help lift or move patients)
- Establishment of Weekly Schedule for Intern (weekly attendance sheets will be maintained by primary mentor)
- Identification of a Prompt Mentor that will serve as the primary teacher/guide, contact, and evaluator for intern
- Completion of a self-identification questionnaire designed to guide and customize the internship experience for each intern in order to match their expectations and career goals in the field of EMS and health care with regard to the internship experience

3. MENTORING PROGRAM

Each participant in the Prompt EMS Internship Program will be assigned a primary mentor from among the Prompt staff. Mentors will be selected based upon their interest/willingness to serve as a mentor, how well the associate's work schedule matches the intern's schedule, and other factors intended to help ensure the growth and development of each intern. Mentor responsibilities include primary supervision of the internship experience, including:

- Recording weekly attendance
- Management of intern's work activities, including helping to plan and arrange ambulance or med-car ride-along time, patient care activities, on-station time, etc.
- Serving as the Prompt "go to person" if the intern has questions, or if any issues arise
- Ensuring adherence to Prompt policies and expectations
- Encouraging a positive work environment
- Periodic performance evaluations of intern
- Serving as primary contact for parent/guardian or local high school teacher (if internship is part of HS work or vocational program)
- Communication with Prompt Central Administration in the event of problems or questions about internship
- Providing Guidance for Intern's Capstone Project (final project)

It is important to note that EMS mentors DO NOT need to be on-station during all of the scheduled work hours/days that their intern is at Prompt. While this would be ideal, it is not a



realistic expectation. Successful mentorship is the result of organized and well-planned activities, which can occur without the designated mentor being on-shift at all times.

4. SCHEDULING

Each intern will be expected to arrive at the designated Prompt station on-time, according to the weekly schedule established during the orientation process. Interns will be expected to provide their own transportation to/from Prompt. The days worked, total number of hours, and the exact times will vary for each intern, but in general Prompt EMS Interns will be expected to work between 5-15 hours/week. This may include weekends and evenings to avoid conflicts with school. Schedules WILL NOT include work hours after 8:00 PM. Interns may also request work time at alternate Prompt Central stations to broaden their experience, for example to request ride-along time at a station which provides Emergency 911 service. These requests will be coordinated by the primary mentor. If the internship is to include multiple terms/semesters, a schedule may be subject to change to accommodate the varying school schedules.

5. EVALUATION OF INTERNS

Each participating Prompt EMS Intern will have their work evaluated by their primary mentor, twice each semester/term, based upon the following ten criteria (Evaluation form attached):

- Job Knowledge
- Flexibility
- Initiative and Creativity
- Dependability
- Attendance
- Teamwork
- Communication
- Work Quality
- Time Management
- Professionalism

Evaluations will be shared with the intern, and with their school adviser/teacher for those participating through a school vocational work program. In the event that an intern's work falls below expectations in one or more areas, specific plans will be developed to address these deficiencies. If the deficiencies are related to attendance or dependability, interns will be notified that recurring problems will result in termination of internship. Parent/Guardians and school teachers will also be notified as soon as an attendance problem (or other) is identified.

6. PROGRAM ASSESSMENT

At the conclusion of every Prompt Central Internship, each intern will be asked to complete a program assessment. These evaluations will be used to assist in the continued development and improvement of the Prompt EMS Internship Program. Additional assessments will also be solicited from participating high school educators, parents, and referring health care and EMS



professionals. Following every spring term, the Prompt Leadership Team, along with each participating mentor, will conduct a Joint Program Review and Assessment to identify areas for improvement, and to continue the positive development of the Prompt EMS Internship Program.