

New National Fire Academy Course Added to Your Dashboard

A **new** course has been added to your State Dashboard. You now have **access** to download these course materials and deliver them within your state.

“Emergency Medical Services: Quality Management” (O0158)

This six-day course will provide the critical components, background and principles associated with the implementation, or enhancement, of a department’s Quality Management Program. The course teaches students how to create, implement and maintain a Quality Management Program, including historical examples, current models and best practices of quality assurance and improvement, process improvement, and data collection and analysis.

Throughout the course, students work on culminating activities relating to the development of a Quality Management Program. Students present the culminating activity with classmates and instructors at the end of the course, allowing all students to take examples of Quality Management Programs to their departments.

This course is designed for individuals who have department-level quality management (quality assurance, quality improvement) oversight or supervisory responsibilities.



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