



REGIONAL NATIONAL FIRE ACADEMY PROGRAMS (6-DAY COURSE) IN NEW ENGLAND

MASSACHUSETTS

Emergency Medical Services: Quality Management N0158

This six-day course will provide the critical components, background and principles associated with the implementation, or enhancement, of a department's emergency medical services' 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, data collection and analysis.

Throughout the course, students work on culminating activities relating to the development of a quality management program. Students present the activity with classmates and instructors at the end of the course, allowing all students to take examples of quality management programs to their departments.

Selection criteria

Individuals who have department-level quality management (quality assurance, quality improvement), oversight or supervisory responsibilities.

Prerequisites

Incident Command System (ICS) 100-level and ICS 200-level training. Preferred courses are Q0462 and Q0463, available through NFA Online at www.usfa.fema.gov/training/nfa/courses/online.html. Chief's signature attests that the applicant has completed this required training.

Pre-course work and/or syllabus: https://nfa.usfa.fema.gov/ax/syll/syllabus_n0158.pdf

Activity Number:	NA8	Time:	0800-1700
Date:	January 15, 16, 17, 18, 19, 20, 2019	Location:	Massachusetts Firefighting Academy One State Road, Stow, MA
Registration:	DFS Learning Management System		

