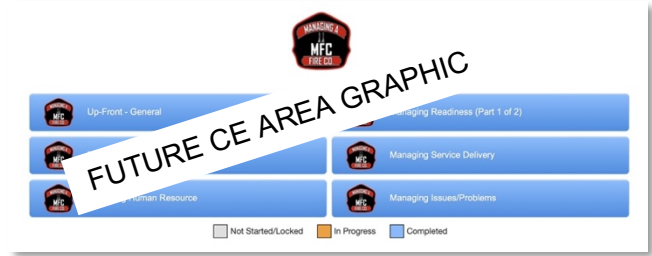
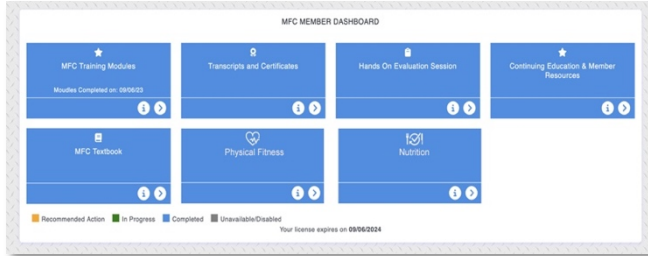




# Managing a Fire Company Continuing Education & Support Program Overview



A student, certified Company Officer or a certified Instructor gains access to the MFC state of the art continuing education and student support process by logging into their MFC “Dashboard”.

After successfully completing the MFC online training program, the student’s continuing education dashboard tile will activate, and the student will then have access to 4 CE modules for the remainder of their 1-year subscription. 2 EMS scenario CE modules and 2 addressing issues/problem(s) CE modules. When activated, the CE modules will provide a student with examples of the scenarios they will be evaluated on while going through the 3-day, hands-on certification session.

Along with the CE scenarios, during the remainder of their 1-year subscription, students will also have access to the MFC nutrition and cooking area, the physical fitness area, along with continued access to their original 6 training modules, the MFC textbook, and the MFC SOP area.

At the end of the 1-year subscription period, MFC offers the same comprehensive continuing education package as above, BUT when renewing for another year, the student will have full access to all of MFC’s CE modules which include dozens of scenarios along with many more job-based training modules that address real life management situations that Company Officers deal with on a routine basis.

Once an Instructor has successfully completed the MFC certification process, they will have 100% full access to all of MFC’s continuing education products.

MFC - EMS Company Officer Evaluation Form

- Deployment**
1. In station pre-deployment properly managed
  2. Properly process incident dispatch information
  3. All members in proper PPE/uniform and belted in prior to the response
  4. Responders out of the station in the appropriate time frame
  5. Followed all driving procedures enroute to the scene
- On-Scene - Safety / Customer management**
6. Properly size-up the incident scene's critical components
  7. Properly managed on-scene safety
  8. Prior to engaging the customer, managed the crew having the proper PPE, uniform, body language, and equipment needed to mitigate the incident
  9. Prior to engaging the customer, the crew demonstrated that they had the social awareness required for the situation they were about to engage in
  10. Properly managed positive initial patient encounter
  11. Properly managed the EMS standard of care
  12. Properly requested, directed and interacted with other resource(s) required to stabilize the incident
  13. Properly identified, interacted with, and directed other civilians associated with the incident
  14. High Stress EMS Incident - When interacting with the customer(s), properly followed MFC's B acceptable field behaviors
  15. Properly managed end of incident customer service options
- Post Incident**
16. Proper documentation and HIPAA compliance of the incident
  17. Properly managed incident decontamination
  18. In the aftermath of the incident, properly managed the crew members debriefing and after incident review
  19. In the aftermath of the incident, properly managed the crew members wellness and resilience
  20. Properly managed returning back to the fire station
  21. Properly managed being nice throughout the entire process

Company Officer - Problem Solving Evaluation Sheet

- Company Officer Managing/Correcting a Problem/Issue Evaluation Checkoffs**
1. Company Officer (CO) properly processed and recognized that a problem/issue occurred/presented itself
  2. CO acted decisively when addressing the issue
  3. CO stabilized the problem/issue as necessary for the situation
  4. CO performed a follow-up conversation with the person(s) involved in the appropriate time frame
  5. CO selected the most appropriate place to perform a confidential follow-up conversation
  6. CO understood and stayed within their discipline and confidentiality realm
  7. CO structured and managed the corrective conversation in the most productive manner possible for the situation
  8. CO understood when to notify others, and/or involve their direct supervisor in managing the problem/issue
  9. CO understood and properly used/involved the Department's available HR resources in managing the problem/issue
  10. CO understood the use of and properly prepared an Action Plan for improvement when necessary in managing the problem/issue
  11. CO understood, processed and properly reacted to the knowledge that performance/behavioral issues are often associated with personal well-being/mental health issues
  12. CO properly documented the event(s) as soon as possible after they occurred (while fresh in their mind)
  13. CO properly managed being nice throughout the entire process

### Test Your Knowledge

Based on the scenario, select the best answer in the panel to the right.

A high-risk EMS incident that will most likely involve the response of law enforcement is?  
(Your answer has already been recorded)

- A. Scenes located on or near a roadway (auto accidents),
- B. Overdoses,
- C. Suicides, or,
- D. All of the above.

All of the above are EMS incidents that will also probably involve the response of law enforcement. Click on Chief's input to meet Gen Power and to also get lots more on this subject.

Scenarios Menu Chief Input