

2004 ANNUAL REPORT



NIREMT

IT IS IMPORTANT TO OUR PROFESSION



National Registry of
Emergency Medical Technicians®
THE NATIONS EMS CERTIFICATION™

The National Registry of Emergency Medical Technicians



The National Registry of Emergency Medical Technicians (NREMT) began in 1969 when President Lyndon Johnson's Committee on Highway Traffic Safety recommended the establishment of a national certification agency to institute uniform standards for training and examination of personnel active in the delivery of emergency ambulance services.

As a certification organization, from its inception, it has had the vision to operate under a balanced board of directors, representative of the agencies involved in the delivery of prehospital emergency medicine. As an inclusive, independent, non-profit, non-governmental, freestanding agency, NREMT has maintained the integrity of the certification process for over three decades.

With years of growth and continuous process improvement, in the late 1990s, at the request of the states, the Registry

became nationally involved in the *EMS Education and Practice Blueprint*, the *EMS Education Agenda for the Future* and the development of standard methods to respond to the Americans with Disabilities Act. Another important initiative has been the LEADS project. Launched in 1999, this is a Longitudinal EMT Attribute Demographic Study. Every five years, the NREMT conducts an analysis of the practice of EMTs. Since 1994, this Practice Analysis has formed the basis for all NREMT test plans. Entering the 21st century, the Registry has made the commitment to develop a research agenda and is in the process of researching Computer Adaptive Testing that is expected to enhance test measurement and increase test availability and convenience to the EMS community.

LETTER FROM THE CHAIRPERSON



This is a very exciting time to serve as Chairperson of the Board of Directors for the National Registry. We are embarking on a new phase that will have a major impact on quality patient care in this country.

This past year we approved moving forward with a research program, exploring further the change from pencil/paper-based testing to computer adaptive testing (CAT) and expanding Registry programs to include community relations.

While the International Association of Fire Chiefs has been a member of the Board since 1970, I am the first fire chief to serve as Chairperson of the Board. I appreciate the opportunity to lead such a highly qualified team of individuals who represent the broad interests of Emergency Medical Services and to work with the Registry's staff of highly dedicated, specialty matter experts.

For NREMT, our intense focus on our mission and improving the quality of patient care have always been the guiding force shaping our strategic planning process. As the National EMS Certification Organization, as outlined in the *EMS Education Agenda for the Future: A Systems Approach*, we are investing and making every effort to maintain testing processes that assure com-

munities they have quality providers. The bottom line for our field is that EMS professionals and paramedics provide competent patient care. In working toward the goal of competent patient care, as of the publication of this annual report, we are looking to reduce barriers to implementation of CAT to make it workable in our unique EMT testing environment. In addition, as research outcomes form the basis for many of our decisions regarding patient care, we are interested in promoting and conducting competency and continued competency research.

Lastly, as a fire chief, I feel the Registry's process bestows EMS providers with a sense of pride in that they know they are certified under national standards. It also gives them confidence on the job in the competency of their fellow NREMT-certified EMS providers. So, it is with great honor I serve as the Chairperson of the NREMT Board of Directors. I am excited about all of the ground we have covered this past year and am looking forward to the year ahead.

Sincerely,

Mary Beth Michos, MS, CFO
Chairperson

NREMT SENIOR LEADERSHIP AND BOARD OF DIRECTORS

SENIOR LEADERSHIP

William E. Brown, MS, RN, NREMT-P
Executive Director

Philip D. Dickison, BBA, RN, NREMT-P
Associate Director

Gregg S. Margolis, MS, NREMT-P
Associate Director

Sherry A. Mason
IT Manager

Robert L. Wagoner, BS, NREMT-P
Associate Director

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Christiana Care Health Sys.
Newark, DE

David Persse, MD
Physician Dir. of EMS, City of
Houston Fire Dept.
Houston, Texas

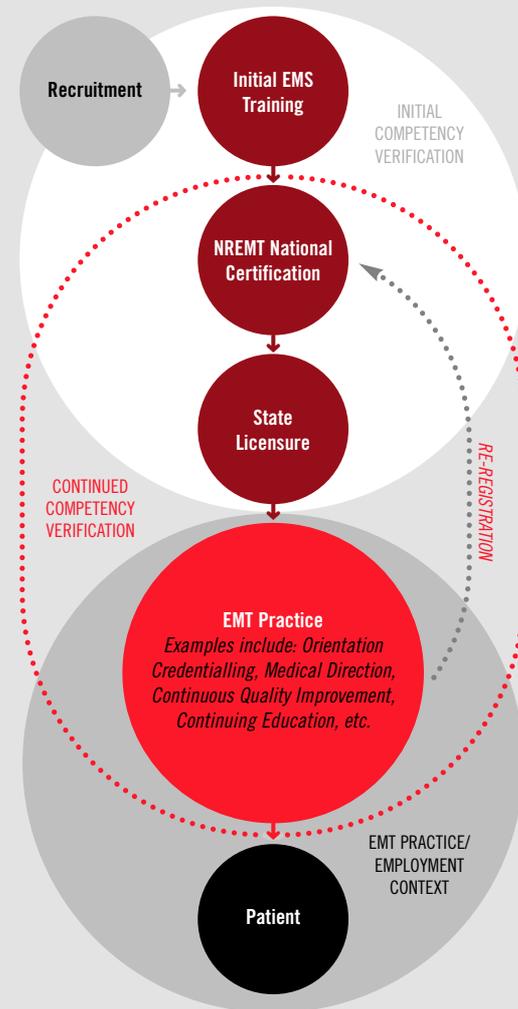
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Chief, Town of Colonie EMS
Latham, NY

John Sinclair
Fire Chief, Div. of Fire and Rescue Service
Puyallup, WA

Roger D. White, MD
Prof. of Anesthesiology, Mayo Clinic COM
Rochester, MN

As a certification agency, the ultimate beneficiary of the work of the NREMT is the public it serves. Within the integrated EMS system, the NREMT serves state EMS offices and military agencies that grant authority to EMS professionals to practice by providing a valid, reliable, and quality system of verifying competence. This is an important role for EMS educational programs and employers who hire EMS professionals.

EMS is a complex and interdisciplinary system that relies on cooperation and integration to assure safe and effective patient care. Each component of the system plays a unique part in supporting and strengthening the entire EMS system. The Registry is proud to be a partner in this interdependent system and looks forward to playing a positive role in the profession's growth and development. As the field of EMS continues to evolve, the NREMT will continue to be a committed community partner and will continually strive for the improvement of EMS.



EMS

STRATEGIC PLAN AND KEY INITIATIVES

William E. Brown Jr., *Executive Director*

It means a lot to . . . **OUR PATIENTS.**

Strategic planning has formed the foundation of how and when the NREMT moves forward and addresses the future. The Board's planning allows us to properly staff and fund initiatives that better serve EMTs, State EMS Offices and the entire EMS community. We are very excited with the progress made in the past year and are looking forward to new directions at the 2004 meeting of the Board in November.

The Strategic Plan, approved by the Board in November 2003, included key initiatives that will allow the Registry to continue its growth and development as part of the EMS community as a whole. The most prominent of these included a revision of the mission statement, adoption of National EMS certification status and a commitment to the development of a Research Agenda.

NREMT will continue current functions and planned enhancements to the EMT administration and operations by adding items to the test banks and reviewing responses to the Americans with Disabilities Act. Additionally, in 2005, NREMT will draft a research agenda and will implement a research program, using results to better the Registry and contribute to the entire EMS community.

The upcoming year also will see the launch of a community relations program. Key components will include visiting 25 state EMS offices per year, meeting new EMS directors and developing educational brochures. The Standards and Examination Committee will continue to study Computer Adaptive Testing (CAT) as the method for delivering written examinations. It also will release a request for proposal for CAT services, review an implementation schedule and resolve issues related to integration of the NREMT practical in a CAT environment.

Additional key activities in 2004 included updating the NREMT office space in a move from a desk environment to an ergonomic workspace, enabling the Registry to respond to recent growth and allow for future expansion.

EXAMINATION DEPARTMENT

Robert Wagoner, *Associate Director*

It means a lot to . . . **EXAM CANDIDATES.**

With last year's consideration of Computer Adaptive Testing, the Examination Department has spent the past twelve months investigating the necessary components of its successful adoption.

Currently, NREMT exams are pencil/paper-based and can only be administered through the Registry's identified proctors and trained national representatives. CAT will allow testing to become more efficient, more secure and more precise in measurement because it seeks to deliver tests based on an individual's abilities. In this way, greater confidence is achieved to ensure the exams test a candidate's ability to function at a minimum level that will help provide safe and effective patient care.

Over the next two years, the Registry is meeting with focus groups of EMS constituents in all 50 states to collect input and feedback about the impact of CAT and to determine actions the Registry can take to ensure a smooth and successful transition in the event the decision is made to enact CAT.



CERTIFICATION DEPARTMENT

Philip D. Dickison, *Associate Director*

It means a lot to . . . **REGISTRANTS.**

The Certification Department's key initiatives in 2004 have revolved around the increase in applications, online application process and exam coding process.

This year has brought a significant increase in the number of applications the Registry has received across all levels, especially at the basic level. Even with the dramatic increase in applications, the Registry has maintained an average turnaround time of seven-business days.

This speaks to the commitment, professionalism, efficiency and dedication of our staff.

Another exciting initiative for 2004 included the development of an online application pilot program in Oklahoma. The online application process is more efficient, reduces error and increases effectiveness toward a quick turnaround for results. For 2005, the goal is that all interested applicants and states use the online application process. The online process benefits EMS professionals as it assists them through reminder pop-ups and online processes in eliminating errors that increase the time between taking the test and gaining licensure.

RE-REGISTRATION DEPARTMENT

Tanya Newton, Registration Coordinator

It means a lot to . . . **EMS PROVIDERS.**



This was the inaugural year for online re-registration. While adoption of this process has been gradual, the goal for 2005 is to increase its use. Not only is it a more accurate and expedient process, online re-registration enables the registrant to use a credit card for payment of fees. The Re-Registration

staff embarked on an educational campaign to promote the benefits of on-line re-registration and will continue to do so in 2005.

This year, the NREMT saw an increase in re-registrations, and in 2005, expects to realize a significant increase in this area as the Army has mandated national basic re-registration. March 2005 will be the first time that this mandate affects NREMT as active duty Army medics prepare to be nationally registered by 2007 and reservist medics by 2009.

COMMUNITY RELATIONS DEPARTMENT

Gregg Margolis, Associate Director

It means a lot to . . . **THE COMMUNITY.**

The Community Relations Department launched a branding initiative highlighting the Registry's role as the nation's EMS certification agency, as called for by the *EMS Education Agenda for the Future*. The Registry has redesigned its Web site, logo and marketing materials. Implementation of the new brand is under way and will continue over the next two years.

The overarching brand theme is "It means a lot to our profession." This brand theme highlights NREMT's position as the advocate for the patients EMS providers treat.

Our branding initiative is a conscious effort to highlight the unique role the Registry plays in the national EMS system. Our primary responsibility is to help protect the public, and our brand reflects a deep commitment to professionalism, compassion, caring, and improving the quality of EMS, one patient at a time.

With the adoption of the Community Relations Program this year, NREMT will expand staff to include a community relations manager, whose primary responsibilities will include communicating with NREMT's constituencies to promote an understanding of its role in supporting other parts of the EMS community as a whole.

RESEARCH DEPARTMENT

Gregg Margolis, *Associate Director*

It means a lot to . . . THE FUTURE OF EMS.

Spurred by the *EMS Research Agenda for the Future* and desire to increase the number of formally trained EMS researchers, the Registry committed to the establishment a formal research program. The Registry has been involved in research since its inception. However, the development of a formal Research Agenda will bring more focus to the initiative. The Board made a commitment to define a long-term vision for research by developing the NREMT Research Agenda. In addition, the NREMT is establishing an EMS research Fellowship Program as part of the Registry's overall commitment to the investment in the future of EMS.

I value the work of the National Registry because the establishment of a consistent, quality-oriented national standard for the certification or licensure of EMS personnel is critical to the continued development of EMS as a profession. The National Registry has demonstrated the ability to adapt and evolve with EMS, making it a key partner in the protection of our patients and our communities.

Christian E. Callsen, Jr., LP, Division Commander, Homeland Security & Planning, Austin-Travis County EMS, Austin, Texas

MISSION STATEMENT

The mission of the National Registry of Emergency Medical Technicians is to serve as the national EMS certification organization by providing a valid, uniform process to assess the knowledge and skills required for competent practice required by EMS professionals throughout their careers and by maintaining a registry of certification status.

CORE VALUES

In all our actions, including the adoption of our core values, NREMT is guided by a fair and balanced board, representative of the full spectrum of EMS professionals. The core values, accepted by the Board, guide NREMT in decision-making and provide the blueprint for the implementation of the strategic plan.

- We will continually advocate for quality patient care.
- We will exhibit leadership and professionalism at all times.
- We will function with integrity, honesty and objectivity.
- We will make decisions based on scientific evidence as available.
- We will provide excellent customer service and operate in a staff-friendly environment.
- We will operate in an accessible, open and consensus-building manner.
- We will be innovative and flexible in our efforts to support the EMS profession.
- We will be fiscally responsible.

EXAMS PER YEAR (Time frame July 1–June 30)

| | 2000 | 2001 | 2002 | 2003 | 2004 |
|-----------------|--------------|--------------|--------------|---------------|---------------|
| First Responder | 4086 | 6090 | 5209 | 7108 | 7363 |
| EMT Basic | 46346 | 63067 | 65398 | 76594 | 83692 |
| EMT-I 85 | 5243 | 5900 | 5284 | 5169 | 5413 |
| EMT-I 95 | | 332 | 439 | 681 | 1327 |
| Paramedic | 8749 | 11284 | 13738 | 12806 | 14803 |
| Total | 64424 | 86673 | 90068 | 102358 | 112598 |

FIRST TIME PASS RATE (Time frame July 1–June 30)

| | 2000 | 2001 | 2002 | 2003 | 2004 |
|-----------------|------|------|------|------|------|
| First Responder | 68% | 78% | 76% | 74% | 73% |
| EMT Basic | 70% | 68% | 68% | 69% | 66% |
| EMT-I 85 | 66% | 63% | 63% | 64% | 59% |
| EMT-I 95 | | 65% | 66% | 69% | 63% |
| Paramedic | 81% | 65% | 64% | 63% | 64% |

RE-REGISTRATION (Time frame July 1–June 30)

| | 2000 | | 2001 | | 2002 | | 2003 | | 2004 | |
|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | ACCEPTED | % |
| First Responder | 268 | 15.00 | 365 | 14.60 | 815 | 23.28 | 1074 | 24.90 | 815 | |
| EMT-Basic | 18584 | 37.97 | 18225 | 37.26 | 20751 | 39.80 | 22396 | 40.64 | 24541 | 42.04 |
| EMT-I85 | 2259 | 45.84 | 2555 | 56.58 | 3070 | 60.04 | 2725 | 57.76 | 3046 | 56.45 |
| EMT-I99 | | | | | | | 58 | 55.24 | 113 | 47.48 |
| Paramedic | 13368 | 75.43 | 14753 | 74.69 | 15862 | 75.01 | 16675 | 76.89 | 17473 | 74.60 |
| Total | 34479 | 46.98 | 35898 | 47.43 | 40498 | 49.45 | 42928 | 49.95 | 45988 | 52.60 |

COMMUNICATIONS

NREMT.org continues to be an informative resource for the EMS community. During the first quarter of 2004, the Web site received an average of 8,810 visits per day, a 52% increase above the same period last year.

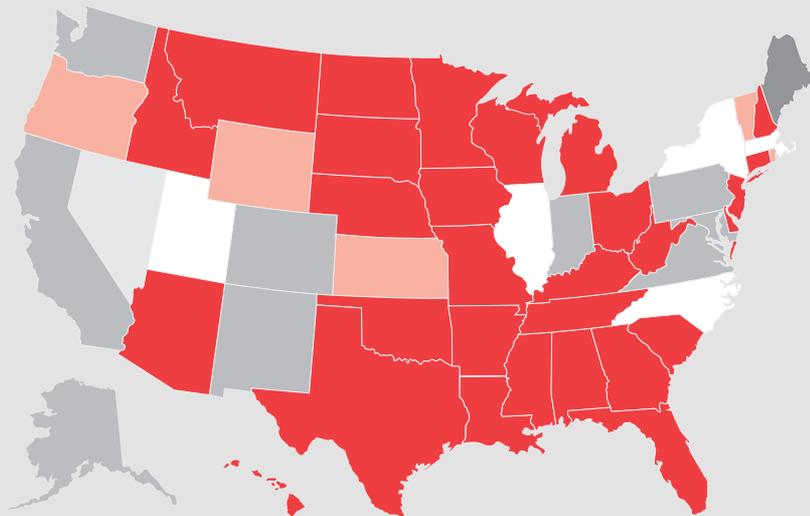
During the second quarter of 2004, average daily hits increased to 9,557, representing an over 28% increase above the same period last year. In addition, the NREMT receives over 120,000 telephone calls per year.

“As the state agency responsible for EMS Services, our mission is to provide the best possible pre-hospital care for the people of Oklahoma. The National Registry of Emergency Medical Services, by providing reliable testing and a verified measure of confidence with new graduate paramedics, helps us ensure we are giving Oklahomans a competent provider from the time that EMS professional receives a license. No state agency has the resources of the NREMT—the statisticians or test writers, the system is specifically focused on this one aspect of EMS.”

Shawn Rogers, Director of EMS Division, Oklahoma State Department of Health

STATE ADOPTION

Below are the states and the levels at which each state has adopted and utilizes the Registry. The majority of the states use the Registry for all levels available, Basic through Paramedic.



CUSTOMER SERVICE SURVEYS

The National Registry of Emergency Medical Technicians is committed to continuously improving customer service. Toward this effort we conduct customer service surveys. This past year, the Registry selected and surveyed 10,000 nationally registered EMS providers from around the country. Below are several results:

78% stated that the National Registry exam accurately or very accurately reflected entry level EMS provider knowledge.

78% stated that the National Registry practical exam accurately or very accurately reflected entry level EMS provider skills.

72% stated that they understand the requirements for re-registration.

74% have visited the NREMT Web site.

86% would prefer to take the written exam on a date and location that meets their schedule.

90% feel that rapid receipt of exam results is important or very important.

KEY

- All Levels Available
- Basic and Paramedic
- Basic
- Paramedic
- In discussion with the Registry
- White: Non Registry



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Emergency Medical Technicians®**
THE NATIONS EMS CERTIFICATION™

“National EMS provider credentialing through NREMT allows EMS educators to evaluate their graduates’ performance against graduates across the country. This is an important program evaluation tool to help identify possible program problems and make necessary improvements.”

Debra Cason, R.N., M.S., EMT-P, Associate Professor and Program Director, Emergency Medicine Education, UT Southwestern Medical Center



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