



TEXAS A&M UNIVERSITY
SAN ANTONIO
COLLEGE OF BUSINESS

Fire and Emergency Services Administration Program
FESA 3301Emergency Medical Services Management
January 20 -May 15, 2026

A. MAJOR COURSE DESCRIPTION/REQUIREMENT

Investigates and explores the core functions of the emergency medical services (EMS) administrator and the concepts associated with EMS management and processes that contribute to the effectiveness of day-to-day operations within an EMS organization. Areas of study include risk reduction, customer service, quality management, and human resources management of emergency medical service organizations.

B. LEARNING OUTCOMES

- Discuss risk reduction programs.
- Contrast management and leadership.
- Examine the principles of customer service in EMS.
- Analyze the techniques for conducting performance appraisals.
- Appraise reimbursement strategies for EMS services.
- Assess quality improvement techniques associated with various aspects of EMS operations.
- Explain the principles of a progressive disciplinary program.
- Discuss ethical behaviors necessary for effective management of EMS organizations.

C. LECTURE OR DISCUSSION TOPICS

- Risk reduction,
- Customer service,
- Quality management
- Human resources management of emergency medical service organizations.

D. REQUIRED OR RECOMMENDED READINGS

Foundations of EMS Systems, 3rd Ed, Bruce Walz; Jason Zigmont, PhD, ISBN:9781284041781; 2017