



TEXAS A&M UNIVERSITY
SAN ANTONIO

COLLEGE OF BUSINESS

Fire and Emergency Services Administration Program

FESA 3301 Emergency 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