

DCEMS FIELD TRAINING & EVALUATION PROGRAM

Standardized Evaluation Guide

Daily Observation Report Scoring Standards for Field Training Officers

Evaluation Guidelines

1. Daily Observation Reports are to be completed in compliance with this document. The purpose is to have a singular method of evaluating trainees across multiple field training officers. This serves to limit/eliminate bias, both in evaluator perception of what qualifies for an individual rating, and in evaluators' personal opinions regarding specific trainees.
2. Evaluators should score each item based on actual performance during the current shift. Previous shifts should not be considered when scoring the current shift. Previous mistakes should also not be considered when scoring the current shift. Evaluators will not deduct a rating based on what they believe a trainee was thinking. Score what is done, and only what is done.
3. If a specific deficiency results in deduction of points from an Operational or Clinical category, it MAY NOT deduct points from another Operational or Clinical category. In instances where multiple categories apply, the more specific category should receive the deduction. For example, if a trainee fails to resupply oxygen below 750psi, the deduction should be made in the Maintaining Readiness category, despite explicit GOG noncompliance, because the Maintaining Readiness category is more specific. Affective categories may receive deduction in an overlapping fashion with Operational and Clinical categories, as it is a measure of general affect throughout the shift that can be influenced by actions in the other categories.
4. Some trainees will demonstrate behaviors that fall between ratings, or will display specifically described behaviors in two different ratings. Evaluators will use best judgment to evaluate which rating best aligns with the trainee's performance.
5. Evaluators will rate trainees' Clinical performance at the appropriate phased level. Phase 2a trainees will be scored for performance at the EMT-B level. Phase 2b trainees will be scored for performance through the AEMT level. Phase 2c trainees will be scored for performance through the Paramedic level. This is irrespective of which credential the trainee actually holds. Paramedic trainees in Phase 2a will still be scored for performance at the EMT-B level.

Rating Scale

5	4	3	2	1
Exceptional	Commendable	Acceptable	Developing	Unsatisfactory

Affective

Proactive

Rating	Performance Standard
5 Exceptional	Completes all duties without prompting, and seeks out additional tasks. Preempts clinical and operational needs on calls.
4 Commendable	Completes all duties without prompting. Preempts clinical and/or operational needs on calls.
3 Acceptable	Completes all duties, but requires limited prompting. Preempts clinical and/or operational needs on calls.
2 Developing	Utilizes time in a non-productive fashion. Requires significant prompting to complete duties. Requires limited prompting for operational/clinical needs on calls.
1 Unsatisfactory	Utilizes time in a non-productive fashion. Requires extensive prompting to perform duties, and may not complete assigned tasks. Requires significant/extensive prompting for operational/clinical needs on calls and may not complete assigned tasks.

Confident

Rating	Performance Standard
5 Exceptional	Displays a sure demeanor in all actions and interactions, and is aware of his/her limitations.
4 Commendable	Displays a sure demeanor in most actions and interactions, but may waver in exceptionally stressful environments (e.g. high-acuity pediatric patient, performing a cricothyrotomy). Is aware of his/her limitations.
3 Acceptable	Displays a sure demeanor in most actions and interactions, but may waver in stressful environments (e.g. periarrest, high-acuity adult trauma). Is aware of some of his/her own limitations.
2 Developing	Displays hesitation in half of all actions and/or interactions. May require reassurance to make decisions. Inaccurately assesses own limitations.
1 Unsatisfactory	Displays hesitation in a majority of actions and/or interactions. Requires a great deal of reassurance and sometimes fails to make decisions. Inaccurately assesses own limitations.

Accountable

Rating	Performance Standard
5 Exceptional	Takes full ownership of all duties and outcomes, both positive and negative, without making excuses. Proactively seeks feedback and identifies areas for improvement. Demonstrates unwavering integrity.
4 Commendable	Takes ownership of most duties and outcomes, accepting responsibility for errors. Responds well to feedback and actively works to correct mistakes. Maintains a high degree of integrity in all actions.
3 Acceptable	Takes ownership of core duties but may offer minor justifications for errors. Accepts feedback when prompted and makes a reasonable effort to improve. Generally maintains integrity.
2 Developing	Often shifts blame for errors to others or external factors. Becomes defensive when receiving feedback and may show resistance to making corrections. May demonstrate lapses in integrity.
1 Unsatisfactory	Refuses to take responsibility for actions or outcomes, consistently blaming others. Actively resists feedback, denies errors, and shows no effort to improve. Actions frequently demonstrate a lack of integrity.

Reliable

Rating	Performance Standard
5 Exceptional	Arrived early for this shift, fully prepared and ready for duty. Demonstrates exceptional timeliness in all on-scene and transport response times, exceeding all standards. Fulfilled all assigned duties and commitments with no need for follow-up.
4 Commendable	Arrived on time for this shift, fully prepared and ready for duty. Demonstrated timely on-scene and transport response times, meeting all established standards. Fulfilled all assigned duties and commitments with a high level of accuracy.
3 Acceptable	Arrived on time for this shift. Met all essential on-scene and transport response time standards. Fulfilled assigned duties and commitments with a satisfactory degree of accuracy, requiring minor reminders on a single task.
2 Developing	Was late for this shift without a valid reason or communication. Demonstrated a significant delay in on-scene or transport response time on one or more calls. Failed to complete an assigned duty without a significant reminder.
1 Unsatisfactory	Was late for this shift, which negatively impacted unit readiness. Demonstrated significant and frequent failures to meet on-scene or transport response time standards. Failed to complete assigned duties, requiring constant supervision and follow-up.

Composed

Rating	Performance Standard
5 Exceptional	Maintains a calm and composed demeanor under all circumstances, even when other first responders on the scene are panicked. Their stable presence actively de-escalates tense situations and helps other crew members maintain focus.
4 Commendable	Maintains composure in most high-stress situations, even if other first responders are rattled. May show minor, momentary signs of stress in exceptionally challenging circumstances, but quickly regains a steady demeanor, which helps to stabilize the team.
3 Acceptable	Maintains composure in routine and moderately stressful situations. Can become flustered when other first responders are panicked, but their performance remains effective. They do not actively calm others but do not add to the chaos.
2 Developing	Appears rattled or flustered in stressful situations, particularly when faced with panicked first responders on the scene. This behavior can lead to minor errors and may require a partner to take the lead.
1 Unsatisfactory	Becomes visibly panicked or emotionally volatile in stressful situations and in response to other distressed first responders. This behavior impairs their own ability to perform and can actively escalate a scene, creating a hazardous environment for the entire team and patient.

Compassionate

Rating	Performance Standard
5 Exceptional	Demonstrates a deep sense of empathy and actively seeks to understand and address the patient's emotional needs, even in high-stress situations. Consistently treats all individuals, including colleagues and bystanders, with dignity and respect.
4 Commendable	Consistently shows empathy toward patients and their families. Listens actively and responds to emotional needs in a professional and caring manner. Treats all individuals with respect.
3 Acceptable	Shows empathy toward patients in most situations. Is respectful of patient dignity and privacy. Interacts with colleagues and bystanders in a professional manner.
2 Developing	May appear detached or dismissive of a patient's emotional needs. Fails to actively listen and may not show appropriate concern. Interactions with others may be perceived as impersonal or cold.
1 Unsatisfactory	Is openly uncaring or rude toward patients, their families, or colleagues. Displays a lack of empathy and fails to treat individuals with dignity or respect. This behavior can escalate a scene or cause significant distress to others.

Adaptable

Rating	Performance Standard
5 Exceptional	Thrives in dynamic and unpredictable environments. Seamlessly adjusts to changes in patient condition, scene complexity, or operational plans. Proactively identifies alternative solutions and modifies actions without hesitation.
4 Commendable	Adjusts quickly and effectively to changes in patient condition or scene. Handles most unexpected challenges with minimal disruption to the workflow. Is comfortable with and open to alternative approaches.
3 Acceptable	Adjusts to changes and new information, though may need a moment to process. Can handle most unexpected challenges but may require clear direction from a partner or supervisor. Is cooperative with new plans.
2 Developing	Has difficulty adjusting to unexpected changes or deviations from a planned course of action. Becomes flustered or resistant to new information or alternative solutions. May require reassurance and significant direction to adapt.
1 Unsatisfactory	Fails to adapt to changes in a scene or patient condition. Becomes rigid or refuses to change a course of action even when presented with new information. This behavior can lead to serious errors and compromise patient care.

Operational

GOG Compliance

Rating	Performance Standard
5 Exceptional	Consistently operates in complete adherence to all General Operating Guidelines (GOGs). Demonstrates a proactive understanding of the guidelines by anticipating their application and is a resource for others regarding GOGs.
4 Commendable	Consistently operates in adherence to all GOGs. Understands and applies guidelines accurately in a variety of situations. May require minor clarification on complex or unusual circumstances, but always seeks to comply.
3 Acceptable	Operates in general adherence to GOGs. May occasionally require prompting or correction for minor deviations. Understands the primary intent of the guidelines but may struggle with nuanced applications.
2 Developing	Inconsistently adheres to GOGs. Frequently operates outside of established guidelines, often requiring direct and specific correction. May demonstrate a lack of understanding or disregard for the importance of compliance.
1 Unsatisfactory	Fails to adhere to GOGs a majority of the time, even after being corrected. Displays a blatant disregard for established guidelines, which can result in compromised patient care or operational risk.

Patient Moving

Rating	Performance Standard
5 Exceptional	Executes all patient moving tasks with exceptional skill, efficiency, and safety. Demonstrates expert knowledge of all equipment and techniques. Proactively identifies and mitigates potential risks to both the patient and the crew.
4 Commendable	Executes all patient moving tasks with high proficiency and safety. Has a strong working knowledge of equipment and techniques. Identifies and mitigates most risks to the patient and crew.
3 Acceptable	Executes patient moving tasks safely and effectively in most situations. Has a foundational knowledge of equipment and techniques. May require guidance on complex moves or unusual environments.
2 Developing	Displays a lack of skill or confidence in patient moving tasks. May compromise safety or efficiency, often requiring assistance and correction from a partner. Does not proactively identify risks.
1 Unsatisfactory	Executes patient moving tasks in an unsafe manner. Demonstrates a lack of knowledge of equipment and proper techniques, posing a significant risk of injury to the patient or the crew.

Driving

Rating	Performance Standard
5 Exceptional	Drives with exceptional smoothness, precision, and anticipatory awareness, ensuring a comfortable ride for all passengers, even during emergency response. Demonstrates proactive, defensive driving and perfect adherence to all traffic laws and operational guidelines.
4 Commendable	Drives safely and efficiently, maintaining smooth operation of the vehicle to minimize discomfort for the patient and crew. Adheres to all major traffic laws and operational guidelines under most conditions, including emergency response.
3 Acceptable	Drives safely and appropriately under normal conditions. Adheres to most traffic laws but may occasionally cause abrupt stops or turns that can be jarring to the patient.
2 Developing	Drives in a manner that is often unpredictable or abrupt, causing noticeable discomfort for the patient and crew. Inconsistently adheres to safe driving practices and requires frequent reminders or correction from a partner.
1 Unsatisfactory	Drives recklessly with a blatant disregard for the safety of the crew, patient, and public. This includes excessive speed, aggressive maneuvers, and jarring actions that create a significant risk of injury to passengers.

Communications

Rating	Performance Standard
5 Exceptional	Operates all communications equipment with expert proficiency and speed. Consistently communicates with a partner, dispatch, or other members of the healthcare team (e.g., hospital staff) using clear, complete, and accurate information. Proactively troubleshoots minor issues and acts as a resource for others.
4 Commendable	Operates all communications equipment with a high level of proficiency. Accurately communicates with all members of the healthcare team using clear and timely information.
3 Acceptable	Operates all communications equipment as required for basic functions. Generally communicates with clear and timely information, though some details may be omitted.
2 Developing	Struggles with basic functions of communications equipment. Communicates with incomplete or unclear information, which can lead to critical miscommunication with a partner or the rest of the healthcare team.
1 Unsatisfactory	Fails to operate communications equipment safely or effectively. Fails to communicate essential facts, resulting in a critical breakdown of information flow and jeopardizing operational and patient safety.

Documentation and Compliance

Rating	Performance Standard
5 Exceptional	Produces consistently accurate, complete, and timely patient care reports and all associated documentation. Demonstrates expert knowledge of regulatory and organizational documentation standards and proactively ensures full compliance, serving as a resource for others.
4 Commendable	Produces accurate, complete, and timely patient care reports and associated documentation. Demonstrates strong knowledge of regulatory and organizational documentation standards and consistently complies with them.
3 Acceptable	Produces generally accurate and complete patient care reports and associated documentation within established timeframes. Has a foundational understanding of documentation standards, but may require minor corrections or reminders for completeness.
2 Developing	Produces patient care reports and/or associated documentation that are frequently inaccurate, incomplete, or significantly delayed. Demonstrates inconsistent adherence to documentation standards, requiring substantial correction and oversight.
1 Unsatisfactory	Produces critically inaccurate, incomplete, or habitually delayed patient care reports and/or associated documentation, leading to significant patient care, billing, or legal ramifications. Demonstrates a blatant disregard for documentation standards.

Maintaining Readiness

Rating	Performance Standard
5 Exceptional	Arrives for the shift with exceptional preparation. Proactively ensures the unit is fully stocked with supplies, oxygen, and fuel. Verifies all equipment is functional at the start of the shift and maintains this state throughout, anticipating needs before they arise.
4 Commendable	Arrives for the shift with strong preparation. Ensures the unit is fully stocked, fueled, and that all equipment is in working order at the start of the shift. Actively maintains readiness throughout the shift.
3 Acceptable	Arrives for the shift with satisfactory preparation. Checks the unit at the start of the shift and is generally ready for duty, but may require a reminder for a few items. Keeps the unit in a state of readiness throughout the shift, but may miss minor details.
2 Developing	Fails to adequately check the unit at the start of the shift, resulting in a shortage of essential supplies, oxygen, or fuel. Requires significant prompting to correct readiness issues during the shift.
1 Unsatisfactory	Fails to check the unit, leading to a critical deficiency in supplies, fuel, or equipment that directly compromises the ability to respond or provide patient care.

Clinical

Medical Assessment

Rating	Performance Standard
5 Exceptional	Conducts a flawless, comprehensive medical assessment in a highly efficient manner. Proactively identifies subtle clinical signs and integrates them into a precise working diagnosis. Utilizes critical thinking to anticipate the patient's condition and needs.
4 Commendable	Conducts a thorough medical assessment in a timely manner. Identifies all major clinical signs and symptoms. Forms a solid working diagnosis based on the information gathered.
3 Acceptable	Conducts an adequate medical assessment, gathering all essential information. May require prompting to consider less obvious clinical signs. Forms a reasonable working diagnosis.
2 Developing	Conducts an incomplete or disorganized medical assessment. Misses significant clinical signs and symptoms. Struggles to form a coherent working diagnosis, often relying on a partner for direction.
1 Unsatisfactory	Conducts a critically incomplete or inaccurate medical assessment. Fails to gather essential information, which directly leads to an incorrect working diagnosis and compromises patient care.

Trauma Assessment

Rating	Performance Standard
5 Exceptional	Conducts a rapid, systematic, and comprehensive trauma assessment in a highly efficient manner. Proactively identifies and manages life threats and subtle injury patterns, anticipating the patient's evolving needs.
4 Commendable	Conducts a thorough and timely trauma assessment. Identifies all major injuries and effectively manages immediate life threats. Follows a clear, organized sequence.
3 Acceptable	Conducts an adequate trauma assessment, identifying most significant injuries and addressing immediate life threats. May require minor prompting to ensure all steps are completed.
2 Developing	Conducts a disorganized or incomplete trauma assessment. Misses significant injuries or fails to properly manage life threats. Requires frequent guidance and correction from a partner.
1 Unsatisfactory	Conducts a critically flawed or absent trauma assessment. Fails to identify or manage immediate life threats, which directly compromises patient care and safety.

Recognizing Acuity

Rating	Performance Standard
5 Exceptional	Demonstrates a deep understanding of patient acuity, immediately identifying life-threatening conditions. Proactively anticipates a patient's potential for rapid deterioration and adjusts the care plan to mitigate risk.
4 Commendable	Accurately and quickly recognizes the patient's acuity level. Identifies all life-threatening conditions and a majority of potentially unstable conditions.
3 Acceptable	Recognizes a patient's acuity level in a timely manner. Correctly identifies major life-threatening conditions, though may require a moment to process the full clinical picture.
2 Developing	Is slow to recognize a patient's acuity level. May fail to identify a life-threatening condition or underestimate the severity of the patient's illness or injury.
1 Unsatisfactory	Fails to recognize a life-threatening or unstable patient. This leads to a delay in critical care and compromises the patient's outcome.

Clinical Decision Making

Rating	Performance Standard
5 Exceptional	Demonstrates exceptional clinical reasoning, making precise and rapid decisions based on a comprehensive understanding of patient presentation, pathophysiology, and relevant guidelines. Proactively anticipates potential complications and adjusts the care plan accordingly.
4 Commendable	Consistently makes sound and timely clinical decisions. Integrates patient information with a strong knowledge of standards of care to develop an effective and appropriate treatment plan.
3 Acceptable	Generally makes correct clinical decisions in most situations. May require a moment to process complex information or refer to guidelines to confirm a decision, but the resulting care plan is safe and appropriate.
2 Developing	Has difficulty making clinical decisions, often hesitating or making choices based on incomplete information. Requires significant prompting from a partner or supervisor to develop a safe and effective treatment plan.
1 Unsatisfactory	Makes incorrect or unsafe clinical decisions, even in basic situations. Fails to apply fundamental knowledge, resulting in a treatment plan that directly compromises patient safety and care.

Protocol Knowledge

Rating	Performance Standard
5 Exceptional	Possesses a mastery of all clinical protocols. Can articulate the rationale behind each step and apply the guidelines flawlessly in any patient scenario, including complex or unusual presentations. Is a trusted resource for others and provides guidance on protocol application.
4 Commendable	Possesses a strong working knowledge of all clinical protocols. Can apply the guidelines accurately and efficiently in a wide variety of patient scenarios. Can describe the general intent of each protocol.
3 Acceptable	Has a foundational knowledge of clinical protocols. Can follow the major steps of a protocol in a straightforward situation, but may require a moment to reference guidelines or seek confirmation from a partner on more complex patient presentations.
2 Developing	Has an inconsistent and unreliable grasp of clinical protocols. Frequently omits critical steps or misapplies guidelines, requiring repeated correction and supervision to ensure basic compliance.
1 Unsatisfactory	Demonstrates a severe and dangerous lack of protocol knowledge. Is unable to apply fundamental guidelines, even in basic patient scenarios, which directly compromises patient safety and violates standards of care.

Psychomotor Skills/Procedures

Rating	Performance Standard
5 Exceptional	Possesses a mastery of all clinical procedures. Can articulate the rationale behind each step, perform skills flawlessly and with exceptional efficiency, and anticipate potential complications. Is a trusted resource for others, offering expert guidance.
4 Commendable	Possesses a strong working knowledge of all clinical procedures. Can perform skills accurately and efficiently in a variety of patient scenarios, and can describe the general intent of each procedure.
3 Acceptable	Has a foundational knowledge of clinical procedures. Can perform the major steps of a procedure correctly but may lack the speed or proficiency of a more experienced provider. May need to reference a guide or seek confirmation from a partner for complex procedures.
2 Developing	Has an inconsistent and unreliable grasp of clinical procedures. Frequently omits critical steps, performs skills incorrectly, or requires repeated correction and supervision to ensure basic competency.
1 Unsatisfactory	Demonstrates a severe and dangerous lack of procedure knowledge. Is unable to perform fundamental skills, even in basic patient scenarios, which directly compromises patient safety and violates standards of care.