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2019
**Annual
Report**



**National Registry of
Emergency Medical Technicians®**
THE NATION'S EMS CERTIFICATION™



A message from Bill

On the cusp of our 50th Anniversary, the National Registry of Emergency Medical Technicians is poised to set the gold standard in certification for the next half century. “Strengthening The Core” is the initiative that we envisioned last year and will begin implementing this year. This three-pronged plan will focus on improved IT infrastructure, improvements and enhancements of examinations and an inventive approach to continued competency.

These ambitious initiatives will not be easily achieved. It will take the collective vision of our Board of Directors, the steady guidance of our leadership team, the commitment of our talented staff and honest input and feedback from our valued partners and stakeholders. These investments will prepare the National Registry for the next 50 years and evolve us as an organization to better fulfill our mission of protecting the public.

I can not stress enough the importance of the National Registry’s relationships with its partner organizations, stakeholders and the entire EMS community. Strengthening our existing relationships, building new partnerships and discovering new ones will ultimately advance the profession so that can continue to positively impact the communities we serve.

EMS research will continue to be an important part of what we do – providing a better understanding and study of our profession. The National Registry will work to ensure that EMS adapts, evolves and continues to meet the needs of those who entrust us with their care.

I extend my thanks to all of you for what you do to protect the public. From communities small and large, Nationally Registered providers represent the best in our nation!

Bill Seifarth

Executive Director
National Registry of Emergency Medical Technicians



A message from Heather

I am honored to have the opportunity to serve as the National Registry of Emergency Medical Technician's Board Chair at such an exciting time for our organization. We have arrived at a time where our rich history meets our bright future.

As we approach our 50th anniversary next year, we will look back at the successes and the milestones that have made us the Nation's EMS Certification. Make no mistake, though. The National Registry of EMTs is ready to meet the needs of the industry with a commitment to innovation and modernization.

Just last year the National Registry reached a milestone with over 400,000 nationally certified EMS professionals. It was a proud moment for the EMS community and it speaks volumes about the value of national certification and the respect it brings to the provider, our community and our profession. This is only the beginning of more great things to come.

As part of Strengthening the Core, we are advancing our best practices to more precisely and efficiently assess competency across EMS. Examinations will be modernized, utilizing newer technologies and capabilities. And, over time, you will see our commitment to becoming a leader in the certification industry.

Heather Davis

Board Chair
National Registry of Emergency Medical Technicians

“ Just last year the National Registry reached a milestone with over 400,000 nationally certified EMS professionals. ”

Board of Directors

Heather Davis

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TREASURER

Thomas E. Platt

ED.D, NRP
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MD, MPH, FAAP

Jeffrey M. Elder

MD, FAAEM, FACEP, FAEMS

Martin Maness

MBA

Braxton Morrison

MS, NRP, TP-C



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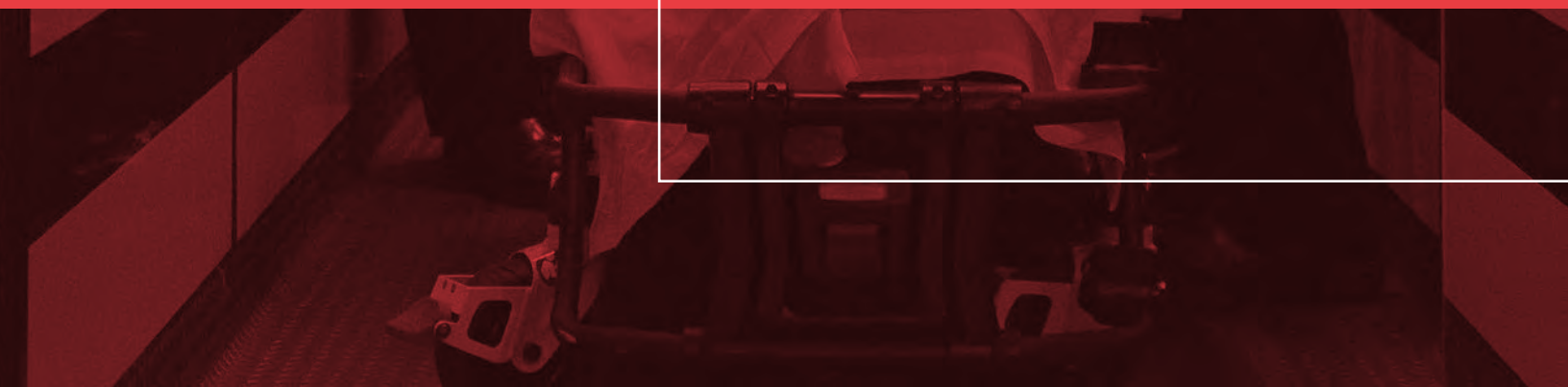
Our partnership with Army

Introducing the EMS ID



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Planning



Strengthening The Core



Introduced in 2018, Strengthening The Core is the National Registry's multi-year modernization plan critical to the future success of the National Registry. The plan will better align the National Registry with the certification industry while adding greater

value to the EMS profession. It is comprised of three main components – information technology infrastructure overhaul, examinations improvement and continued competency.

With the groundwork in place, execution of the plan began in earnest in 2019 with multiple simultaneous projects leading to several early successes.

The Information Technology team designed and developed the plan for the eventual IT overhaul. With over 25 development cycles completed in 2019, the team was able to prepare the IT environment for transition to newer software and modern technologies, identified and significantly reduced security risks and developed the framework for the National EMS Coordinated Database.

The National Registry conducted a technology summit with representatives from across the EMS industry to gain consensus on how to develop and use a National EMS ID to exchange data more seamlessly. The ID, set to launch in 2020, will be

provided to all EMS professionals and students entering the profession and will link National Registry levels among other uses.

As the National Registry continues to make strides in improving its IT infrastructure, the Science & Examinations Team is taking similar steps to make significant improvements to National Registry examinations. The first key step in 2019, though, was maintaining NCCA (National Commission for Certifying Agencies) accreditation for all four National Registry provider levels – EMR, EMT, AEMT and Paramedic.

The team conducted a master pool review of examination items within all the test banks, as well as scenarios used for the psychomotor examination. In addition, an improved item (question) development and review process was developed.

The final component of Strengthening The Core was kickstarted with a proposal to the Board of Directors that included a 10 year plan for a new continued competency model. In 2019, the funding was approved and the Registry began making slight changes that will help it move forward. The National Registry launched the “simplified application project,” which reduced the amount of steps needed to submit a recertification application and helped providers categorize their Continuing education. The National Registry also condensed all recertification models to use one NCCP model. In addition to application and recertification changes, the National Registry Board also voted for a pathway for EMS fellows and EMS physicians to obtain National Certification.

“The internal strengths of the National Registry are centered around our values: Accountability, Collaboration, Inclusiveness, Innovation, Integrity, and Transparency. Every day, we persist at living up to these values, yielding a healthy work culture and an organization that continually improves at its mission.”

Our Mission

THE NATIONAL REGISTRY'S MISSION IS TO PROVIDE A VALID, UNIFORM PROCESS TO ASSESS THE KNOWLEDGE AND SKILLS REQUIRED FOR COMPETENT PRACTICE BY EMS PROFESSIONALS THROUGHOUT THEIR CAREERS, AND TO MAINTAIN A REGISTRY OF CERTIFICATION STATUS.



Our Values



ACCOUNTABILITY



COLLABORATION



INCLUSIVENESS



INNOVATION



INTEGRITY



Project Management

This year, the National Registry hired a senior project manager, Bryan Fortson to monitor, leverage and align all National Registry initiatives. Bryan comes to the Registry with a Bachelor of Science in Materials Science and Engineering from Massachusetts Institute of Technology, as well as a Masters in Management Science and a second Masters in Mechanical Engineering from the University of Dayton. Bryan also holds a Doctor of Philosophy in Aerospace Engineering from Georgia Institute of Technology. Project management became an integrated approach this year to connect daily projects and tasks to larger objectives and business goals.

Bryan Fortson has completed a full year of managing a multitude of projects in a plethora of disciplines. Bryan recorded that the Registry simultaneously worked on 41 projects throughout the year.

“People are busy around here,” said Bryan. “Project management helps to shine a light and bring transparency to all projects. It’s an organized approach to look at projects and detect conflicts or flags before they become problems.”

Bryan follows a process in which he launches and manages projects and also developed the appropriate communication routes to effectively relay important information to the leadership team.

“It all comes down to complexity and diversity to actively keep a pulse on everything going on.”

As far as a futuristic vision for project management, Bryan has a few ideas in mind. Bryan is eager to connect project management more closely to finance and budget planning. Bryan believes there is potential in attaching monetary value to projects and resources involved in them. Bryan also plans to determine the role of agile project management and explore more dynamic processes for the National Registry projects.



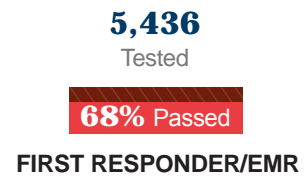
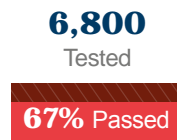
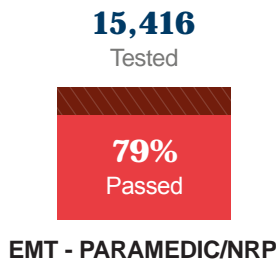
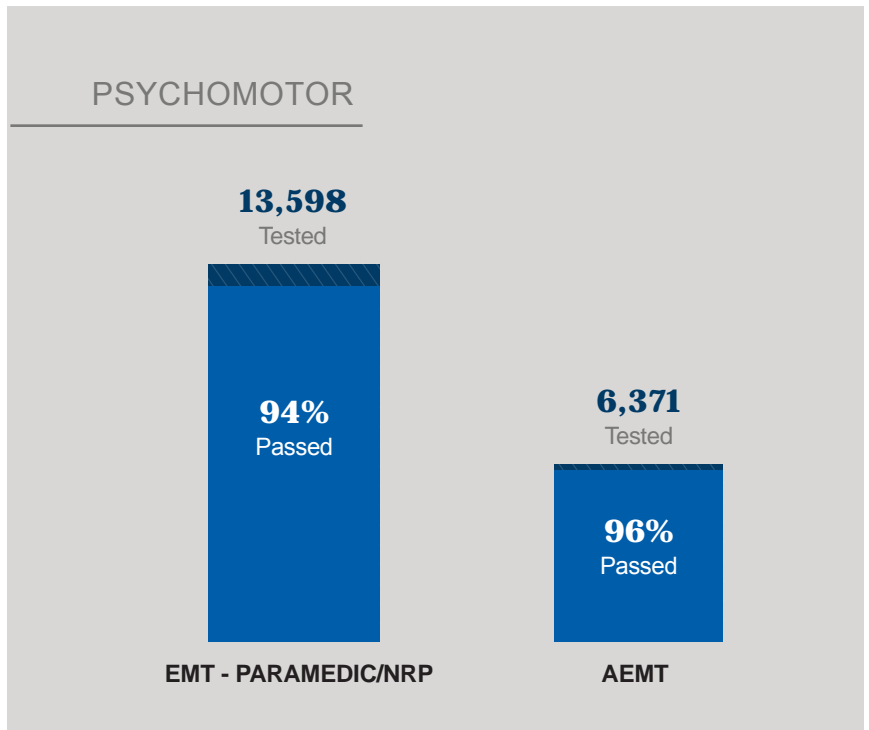
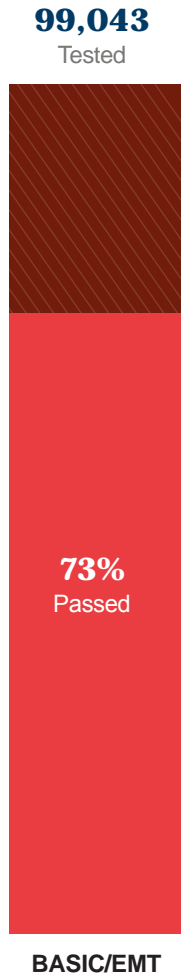
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Growing



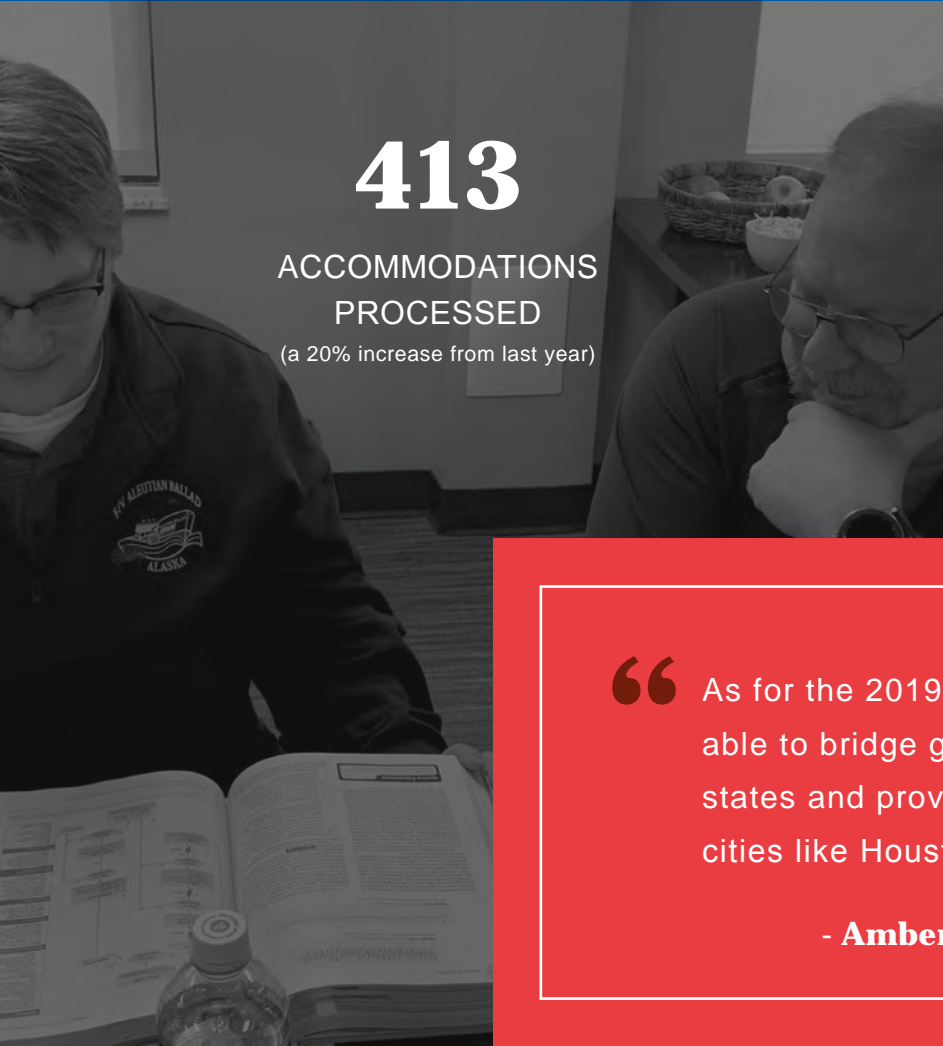
Examination Pass Rates

COGNITIVE



“ The goal of the National Registry is to protect the public by ensuring EMS professionals are qualified to provide safe and effective entry-level care at their level. To accomplish this, examination content is developed and maintained by the EMS community. Our goal is to facilitate the process, by holding ourselves accountable, communicating openly, and being transparent. The National Registry is committed to providing fair and unbiased examinations that allow each candidate to demonstrate their knowledge, skills, and abilities related to EMS. ”

- Greg Applegate, Chief Science Officer



413

ACCOMMODATIONS
PROCESSED

(a 20% increase from last year)

896

PEARSON VUE TEST SITES
DISTRIBUTING THE NATIONAL
REGISTRY EXAMINATION

“ As for the 2019 network review, I feel that we were able to bridge gaps in coverage in a number of states and provide better testing options in bigger cities like Houston, Miami and Los Angeles. ”

- Amber Webb, Examinations Specialist

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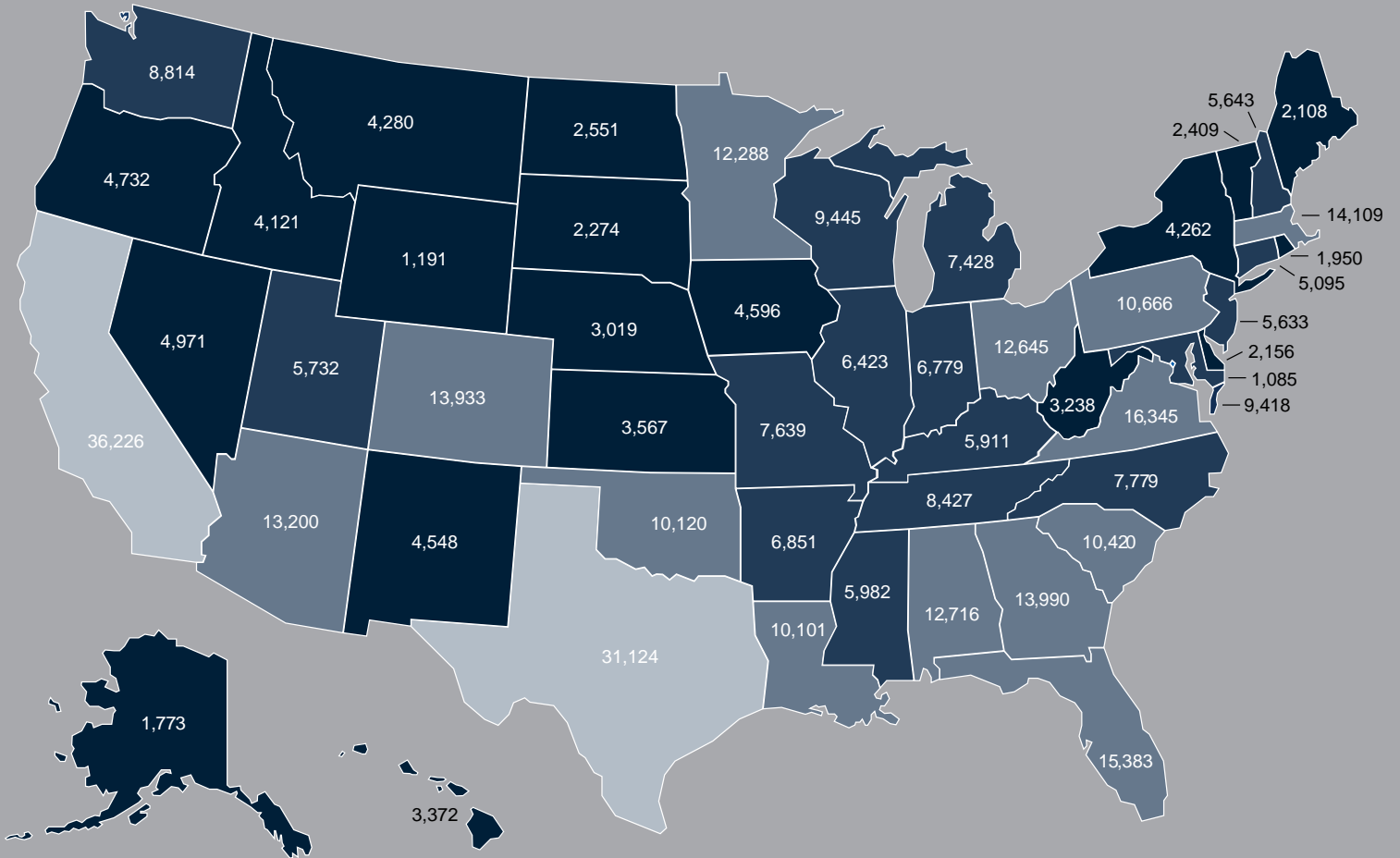
PEARSON VUE CENTERS
ADDED IN 2019



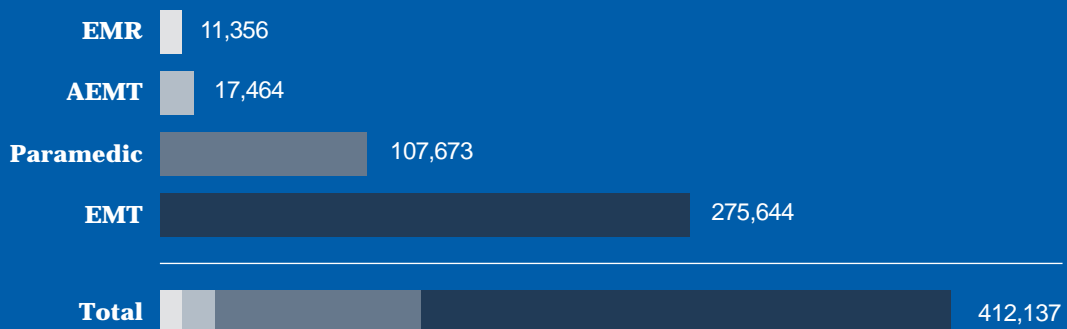
“ The National Registry’s examination network continues to expand, meeting the growing capacity demands of the EMS community. The continual analysis expansion of our network remains as we serve as the Nation’s EMS Certification organization. ”

- Bill Seifarth, Executive Director

Number of National Registry personnel by state



Total Nationally Certified EMS Personnel



Strengthening The Core

Goals for Examinations

FROM GREG APPLGATE

- **Standardizing, Benchmarking, and Documenting our policies, procedures, and work instructions** – we are bringing our work practices into line with the best practices in the certification industry and documenting our work so that we can consistently deliver high quality products and services.
- **Simplification and Automation** – we are working with our IT and Certification teams to simplify processes and to automate as many procedures as possible. This will enable our staff to focus on more important issues and improve our customer service.
- **Staff Development** – we strive to get the right skills in place to do the work that needs to be done. We will accomplish this by developing the skills of existing staff through training and new opportunities, hiring new staff, and setting benchmarks for performance.
- **Evolving the Examinations to the Next Level** – we are redesigning and updating our examinations to meet the demands of EMS in the 21st century and to be consistent with the Standards for Educational and Psychological Measurement and includes keeping up to date on changes in EMS practice, roles, clinical care, and educational and administrative issues.

Fortunately, we have a dedicated staff who have demonstrated their flexibility and willingness to learn new things. We have a lot of work ahead of us, but Strengthening the Core is ushering in a bright, new future for the examinations team.





Certification

In 2019 the National Registry focused on simplifying and clarifying recertification processes. The national component for continuing education simplified reporting into five major content areas rather than more than twenty topics. The previous versions of the continuing education models from 2012 were merged into the current 2016 NCCP standards. Improvements to the National Registry apps for the Apple and Android systems, combined with integration with the CAPCE database, made recert even easier for National Registered practitioners. Audit processes were further simplified by the ability to upload supporting documents directly into the National Registry transcripts.

Information Technology

FROM TAD RHODES, INFORMATION TECHNOLOGY DIRECTOR

The National Registry's Information Technology department made significant headway during 2019 on many strategic initiatives. One of the most impactful initiatives is what is commonly referred to as the State Educational Tracking System (SETS) and State License Only (SLO) implementations. These initiatives were conceived with the goal of allowing state's the flexibility in configuring educational components that go above or fall outside the National Registry's educational recertification requirements. The IT department took responsibility for the development and implementation of the SETS project. Later in the year, the National Registry built upon the SETS concept with the State License Only initiative. The end goal for the SLO direction was to assist state's with managing their recertification requirements that mirror the National Registry's educational components with the intention of allowing providers who are not Nationally Registered to flow seamlessly through the system.

During the September timeframe the National Registry followed through on the much anticipated announcement of a more simplified recertification model. The new simplified NCCP model was

reduced to five broad topics. The IT department began retiring the NCCP 2012 model in preparation for the development work intended for the new simplified application in June of 2019.

The National Registry listened to the mobile communities feedback with the launch of the Android mobile app in May of 2019. The Android version was a larger development effort initiated and completed with the intention of bringing the National Registry's services and offerings to the Android community.

Another development effort worth mentioning was the launch and integration with SheerID which fulfills the FirstNet initiative. The FirstNet project allows the EMS community during national or local emergency circumstances the ability to have dedicated space for communication efforts. The National Registry provides EMS provider automated validation or verification upon request.

The National Registry's IT team and department continue to work hard to fulfill the National Registry's mission. It is a pleasure to deliver on the strategic initiatives that help the EMS community.





Strengthening Relationships Update

FROM RAY MOLLERS,
DIRECTOR OF STAKEHOLDER PARTNERSHIPS

In January 2019, The National Registry formed the Stakeholder Partnership Team. This team has endeavored to cultivate an environment which focuses on the aggressive but healthy engagement of key stakeholders and national partners. Throughout 2019, the Stakeholder Partnership Team created new relationships and strengthened those existing, all rooted in the core values of National Registry. The team has been focused on identifying the unique needs and circumstances of individual states and designated authorizing agencies, to ensure they are delivering personalized approaches to the delivery of products and services. Additionally, new focus has been placed on EMS education programs and provider agencies, both of which have received new resources to assist with national certification processes.



SETS Update

FROM ALAN ARGUELLO,
STAKEHOLDER PARTNERSHIP MANAGER

In August 2019, the National Registry launched its pilot of the State Education Tracking System (SETS) in West Virginia. This electronic system allows State EMS Offices to create additional education modules (also referred to as micro-applications) required for licensure of their constituents. These modules contain educational requirements above National Certification. The SETS modules are built and managed by the State EMS office, after which they are available on NREMT.org for candidates licensed in their state. Following the submission of their national recertification application, these candidates may submit additional required state education requirements via a SETS application. Dependent on the state's designation, these requirements may be subject to Training Officer review prior to review by the State EMS Office. Throughout this ongoing pilot phase, the National Registry is continually refining and optimizing functionality to ensure the most appropriate product upon national launch.



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Learning





A Certification Organization

FROM BILL SEIFARTH

As the Nation's EMS Certification organization, the National Registry continues to further align with other certification organizations. In 2019, the Board of Directors passed a resolution affirming commitment to the "Standards for Educational and Psychological Testing," which shows the National Registry's alignment with the accepted standards for high-stakes certification examinations. Also, staff from the National Registry attended various certification and examination industry conferences and workshops. The conferences and workshops provided educational and networking opportunities with others in the certification and examination industries. Further, the National Registry continues to add staff with expertise in the examination and certification trades, including psychometrics, examination development, data analysis, policy analysis, and more. All of these actions throughout 2019 further the National Registry's alignment with the certification and examination industries which ultimately better meets the needs of the EMS community served.

“ We strive to align as a certification organization while keeping our industry of EMS at the heart of what we do. ”

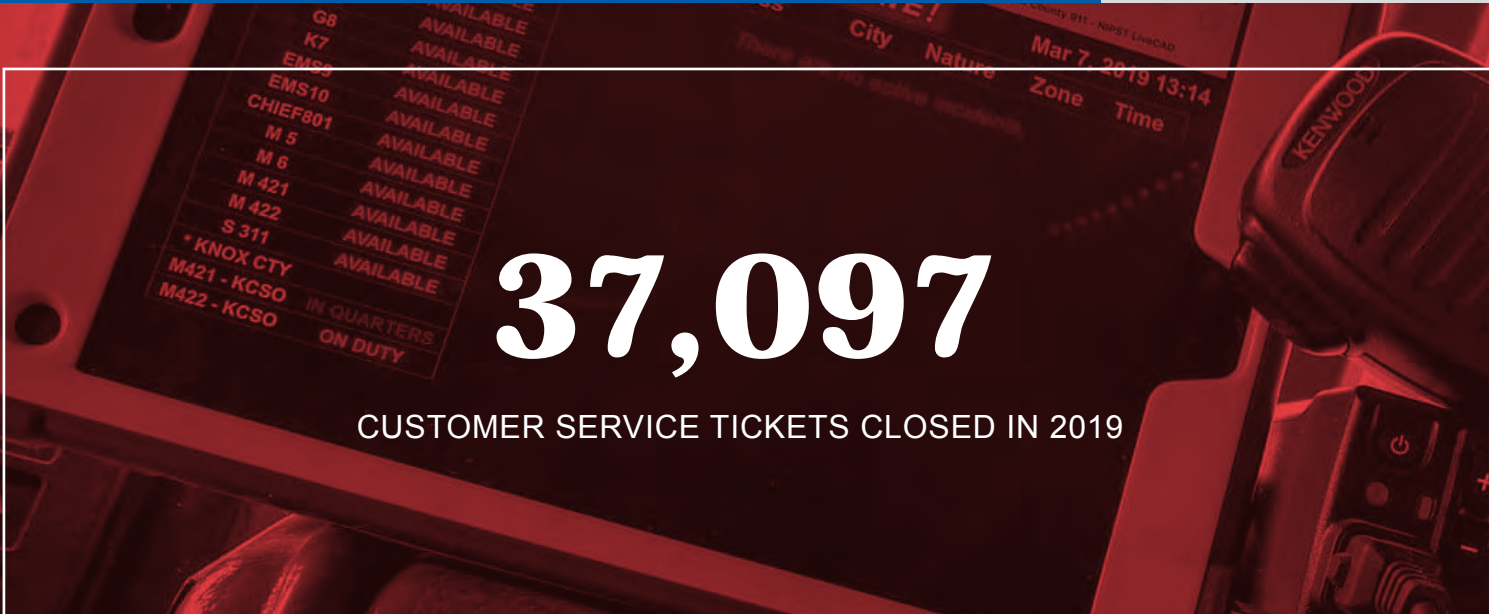


Research

2019 was a vital year for the National Registry's Research Department. At the direction of Dr. Ashish Panchal, the department undertook an important component of the National Registry's mission – the practice analysis. Conducted in five-year intervals since 1994, the practice analysis is an essential element for demonstrating content validity for certification examinations and gives the EMS profession a clear and accurate representation of the current practice of out-of-hospital emergency medical care.

As part of the vision of the National Registry's Research Department to develop and foster EMS-prepared doctoral researchers, the team completed seven significant oral and poster presentations at the National Association of EMS Physicians Conference in Austin, Texas. Among the research presented was "The Association between Occupational Burnout and Turnover, Sickness Absence, and Injury Among EMS Professionals" and "Characteristics of Volunteer Compared To Paid EMS Professionals in the United States."





37,097

CUSTOMER SERVICE TICKETS CLOSED IN 2019

TOTAL CALLS

We answered
100,913
 calls in 2019



That's a
26%
 increase from last year

AVERAGE TALK/WAIT TIMES

2018

3m 27s
 Wait Time

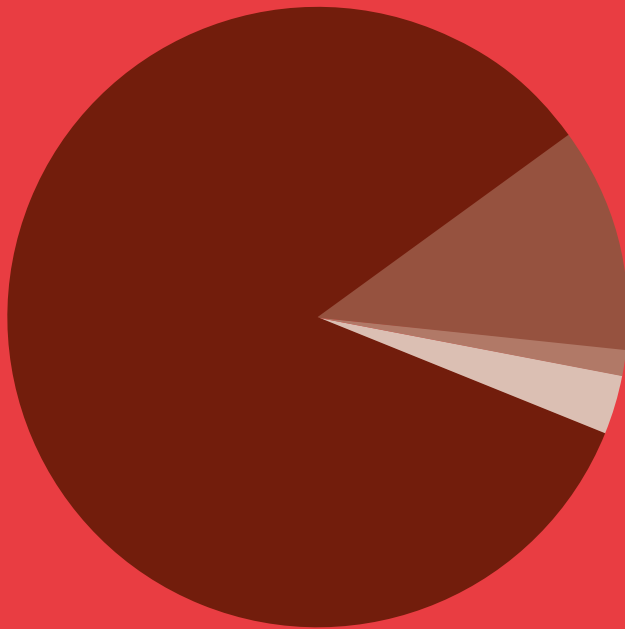
3m 42s
 Talk Time

2019

2m 56s
 Wait Time


3m 17s
 Talk Time

REVENUE



TOTAL

\$18,327,899

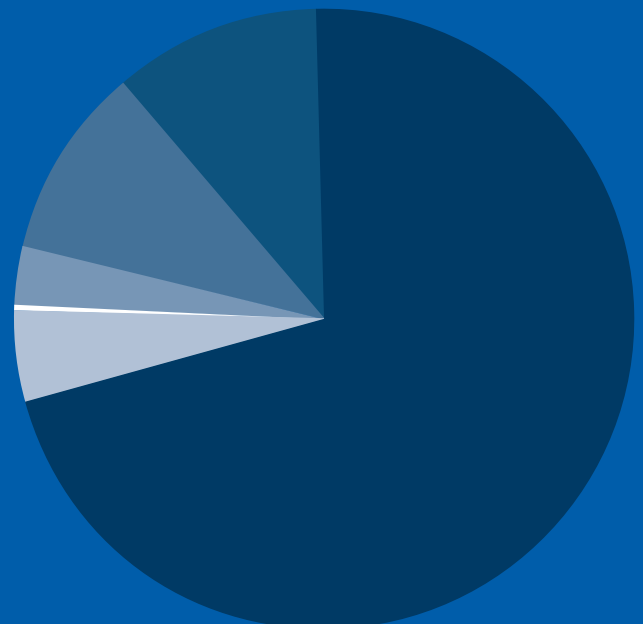
	Certification	\$15,406,211
	Recertification	\$2,128,640
	Sales	\$239,010
	Other	\$554,038

EXPENSES

TOTAL

\$18,991,513

	Competency	\$13,539,600
	Stakeholder Relations	\$871,550
	Sales	\$88,691
	Research	\$541,096
	Information	\$1,907,478
	General & Administrative	\$2,043,098





The National Registry's Unique Experience for a U.S. Army Medical Provider

FROM CHRISTOPHER BRIAN MERCER/ MAJOR /U.S. ARMY, MEDICAL SPECIALIST CORPS, AMEDD, STUDENT DETACHMENT

Annually the Army Medical Department (AMEDD) holds a selection panel for its Long-Term Health Education and Training (LTHET) program. When I saw the Training with Industry (TWI) opportunity with the National Registry and was immediately interested since I have experience being previously certified as an EMT and military medic. I completed a submission packet and luckily was selected. I saw this as a great opportunity to receive training and experiences that are not available through traditional military programs or civilian schools. It provides a unique experience to develop as a military leader outside of the usual military environment. I also saw the availability for continued self-development in research and individual study in a new and challenging setting.

Everyone I have worked with at the Registry has been extremely welcoming and inclusive. I have truly felt like an important member of the Registry team whose ideas and input are valued. I feel like everyone I have worked with has been eager to share information and assist with my training and development. Dr. Panchal's mentorship and direction have been invaluable.

The TWI program is a great way to continually enhance the working relationship between the Army and the Registry. In my time at the Registry, I have had the opportunity to work with other researchers and EMS professionals on projects both in the civilian and military sector and this has helped create a collaborative network that can also foster the relationship.

Finally, this experience has helped me with my ultimate personal goal – to develop as a leader and an Army Officer.